

2011 Consumer Assessment of Healthcare Providers & Systems (CAHPS) and Young Adult Health Care Survey (YAHCS) Report



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Managed Risk Medical Insurance Board



Managed Risk Medical Insurance Board Healthy Families Program

MRMIB provides and promotes access to affordable coverage for comprehensive, high quality, cost-effective health care services to improve the health of Californians.

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Executive Summary

Introduction

This report presents the 2011 Healthy Families Program (HFP) Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey results. A standardized survey procedure and questionnaire were used to survey 21,030 HFP subscriber households by mail and telephone. The survey was conducted from March through June 2011. The procedures and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA). Managed Risk Medical Insurance Board (MRMIB) augments the standard CAHPS questions with additional questions specific to the HFP.

The CAHPS survey is the most comprehensive tool available for assessing healthcare consumers' experiences with their health plans. MRMIB uses CAHPS survey results as part of its ongoing quality monitoring efforts and to assess the satisfaction and quality of care provided to more than 800,000 children in the HFP by the 24 participating health plans.

MRMIB has sponsored the CAHPS survey seven times in the last 12 years. Funding for the survey was not allocated in 2004, 2005, 2008 or 2009. Children Health Insurance Program Reauthorization Act (CHIPRA) of 2009 requires yearly CAHPS reporting beginning in 2013.

The report also includes Young Adult Health Care Survey (YAHCS®) that assesses the degree to which doctors, other health providers and health plans deliver recommended preventive services for teens and young adults aged 14-18. Twenty four health plans also participated in the study. The YAHCS survey instrument, selected for the project was an instrument developed and tested nationally by the Child and Adolescent Health Measurement Initiative (CAHMI). The survey assesses quantity and quality of preventive screening and counseling for risky behaviors, whether counseling and screening was provided in a private and confidential setting, and the teen's experience of the care provided.

These results are also available on the Managed Risk Medical Insurance Board's (MRMIB) website at www.mrmib.ca.gov in the section titled Reports.

Summary of CAHPS Ratings

The survey questions for overall ratings use a scale of 0 (worst) to 10 (best). The responses for HFP and HFP children with chronic conditions (CCC) are summarized as achievement scores. Achievement scores are computed as the proportion of subscribers who gave a rating of 8, 9, or 10 on the ratings questions, or who responded "usually" or "always" on the composites. Therefore, achievement scores represent the proportion of HFP families who had a positive experience in a given aspect of their child's healthcare.

Reading this Report

This report provides 2011 individual plan scores, and overall HFP and HFP CCC scores. Individual plan scores are compared against the overall HFP or HFP CCC scores, showing scores that are statistically significantly higher (green bars in the charts) or lower (red bars in the charts) than the corresponding overall score (dark blue bars in the charts).

Because results for Medi-Cal's 2011 CAHPS survey are not yet available, a comparative table is not included. Comparisons are also not made to commercial coverage because not all HFP plans offer coverage in that market and comparative results are not available.

CAHPS 2003 to 2011

The last HFP CAHPS survey was conducted in 2007 and the last CAHPS Report was published in June 2008. The 2011 CAHPS survey is different from the 2007 CAHPS survey, in that some questions have been added and some have been removed. Table 1 on the following page provides HFP scores for those CAHPS measures that have been collected since 2003. Table 2 on the following page provides

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HFP CCC scores for 2007 and 2011 as the CCC subset was not collected prior to 2007.

Table 1. HFP CAHPS Scores from 2003 to 2011

CAHPS Measure	Survey Year			
	2003	2006	2007	2011
HFP: Overall Rating Measures				
Overall Health Plan Rating	85.8%	85.7%	87.3%	84.8%
Overall Health Care Rating	80.3%	80.4%	83.1%	79.8%
Overall Doctor Rating	81.9%	82.6%	84.5%	84.7%
Overall Specialist Rating	78.7%	81.6%	79.7%	79.8%
HFP: Composite Measures				
Getting Needed Care	86.3%	85.3%	87.6%	71.4%
Getting Care Quickly	63.4%	64.6%	64.9%	77.3%
Doctor Communication	87.5%	93.3%	88.9%	88.9%
Customer Service	76.6%	77.7%	78.4%	80.6%
HFP: CCC Composite Measures				
Access to Specialized Services	-	-	82.0%	62.4%
Coordination of Care	-	-	71.7%	66.0%
Family Centered Care	-	-	58.3%	78.0%

The overall HFP scores for the CAHPS overall rating measures have generally remained at or above 80 percent from 2003 to 2011. In contrast, there has been a bit more fluctuation in the overall HFP scores for the CAHPS composite measures. For example, scores for *Getting Needed Care* and *Doctor Communication* have decreased in 2011 compared to the historical levels. In contrast, *Getting Care Quickly* and *Customer Service* have increased in 2011 relative to prior years. The sharp improvement in *Getting Care Quickly* is may be due to the Department of Managed Health Care's new Timely Access Regulations, which went into effect in January 2010.

The overall HFP scores for the three CCC composites have decreased in 2011 for all but one measure: *Family Centered Care: Doctor/Nurse Knows Child*.

Table 2. HFP CCC CAHPS Scores 2007 and 2011

CAHPS Measure	Survey Year	
	2007	2011
HFP CCC: Overall Rating Measures		
Overall Health Plan Rating	81.3%	81.3%
Overall Health Care Rating	79.6%	77.2%
Overall Doctor Rating	84.5%	80.0%
Overall Specialist Rating	77.7%	79.2%
HFP CCC: Composite Measures		
Getting Needed Care	78.9%	69.0%
Getting Care Quickly	68.6%	78.7%
Doctor Communication	89.4%	87.0%
Customer Service	75.8%	77.7%
HFP CCC: CCC Composite Measures		
Access to Specialized Services	78.8%	62.3%
Coordination of Care	71.7%	71.7%
Family Centered Care	72.4%	79.5%

The CAHPS scores for HFP CCC for *Overall Health Care Rating*, *Overall Doctor Rating* and *Getting Needed Care* have decreased since 2007, while *Getting Care Quickly* has increased.

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Table 3. HFP YAHCS Scores in 2007 and 2011

YAHCS Measure	Survey Year	
	2007	2011
Counseling and Screening to Prevent Risky Behavior	14.9%	17.6%
Counseling and Screening to Prevent Unwanted Pregnancy and STDs	20.1%	22.6%
Counseling and Screening Related to Diet, Weight, and Exercise	45.9%	53.5%
Counseling and Screening Related to Depression, Mental Health, and Relationships	15.2%	18.3%
Care Provided in a Confidential and Private setting	33%	37.9%

The overall HFP scores for 2011 YAHCS measures were slightly higher than 2007 scores. The highest improvement was observed in *Counseling and Screening Related to Diet, Weight, and Exercise* by seven percent followed by five percent in *Care Provided in a Confidential and Private Setting*. The other measures have shown marginal improvement of about three percent in 2011 over 2007 survey.

Key Findings 2011 CAHPS

Overall Findings

- CAHPS ratings are generally higher for HFP subscribers who do not have chronic conditions than for subscribers who do.
- EPO scores for Anthem Blue Cross, Blue Shield, and Health Net were often above the overall HFP or HFP CCC scores. For *Coordination of Care*, however, all these plans' EPO scores were well below the overall HFP score.

- Kaiser Foundation Health Plan (Kaiser) was among the top five health plans for all the overall rating measures, the composite measures, and two of the CCC composite measures. This is consistent with HEDIS 2010 as well, where they were generally among the top health plans.
- Central California Alliance for Health (CAAH) and Santa Clara Family Health Plan had at least ten CAHPS scores above the corresponding HFP or HFP CCC score. This is consistent with 2010 HEDIS as both plans had at least 12 rates above the HFP weighted average.
- Anthem Blue Cross HMO, LA Care Health Plan, and San Francisco Health Plan were among the bottom five health plans for all the overall rating measures, and most of the composite measures and CCC composite measures. For Anthem Blue Cross HMO, this is consistent with 2010 HEDIS, where they were generally among the bottom health plans. In contrast, San Francisco Health Plan was generally above average in 2010 HEDIS.

CAHPS Overall Rating Measures

HFP

- HFP family ratings indicate general satisfaction with their plan, care, doctors, and specialists.
- CCAH, Kaiser, and Ventura County Health Care Plan were among the top five health plans for at least three of the overall rating measures. Interestingly, both Kaiser and CCAH had above-average rates for HEDIS in 2010 in all measures in the Access to Care domain, and most of the measures in the Effectiveness of Care and Utilization of Services domains.

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HFP CCC

- Ratings of HFP subscribers who have chronic conditions indicate general satisfaction with their plan, care, doctors, and specialists.
- The proportion of subscribers with chronic conditions, who gave a positive *Overall Health Plan Rating*, was about four percentage points lower than the proportion of subscribers without chronic conditions.
- The proportion of subscribers with chronic conditions who gave their personal doctor a high rating was about six percentage points lower than the proportion for subscribers without such conditions.
- Santa Clara Family Health Plan was among the top five health plans for all three CAHPS overall rating measures (rating of plan, care, and personal doctor) that were reported for the HFP CCC subscribers.

CAHPS Composite Measures

HFP

- The majority of HFP subscribers gave positive ratings for all four of the CAHPS composite measures.
- Nearly all (89%) subscribers are satisfied with how their doctors communicate with them.
- Kaiser was among the top five health plans for all four CAHPS composite measures, which is consistent with their 2010 HEDIS performance.
- Anthem Blue Cross EPO, Blue Shield EPO and Health Net EPO were among the top five health plans for at least three of the composite measures. Interestingly, however, Anthem Blue

Cross EPO was below average for nearly all of the 2010 HEDIS Effectiveness of Care and Utilization of Services measures. Blue Shield EPO was below average, often the lowest plan, for all but one of the 2010 HEDIS rates.

HFP CCC

- HFP subscribers with chronic conditions were generally less satisfied with receiving needed care.
- In contrast, most (87%) HFP subscribers with chronic conditions are satisfied with how their doctor communicates with them.
- Blue Shield EPO was among the top five health plans for both of the CAHPS composite measures reported for HFP CCC. As mentioned previously this is quite different from their performance in 2010 HEDIS.

CAHPS CCC Composite Measures

- Due to small sample sizes, CAHPS scores for subscribers with chronic conditions are not reportable for two of the three CCC composite measures: *Access to Specialized Services* or *Coordination of Care*.
- The overall HFP scores for two of the three CAHPS CCC composite measures show room for improvement as less than 70 percent of subscribers indicate satisfaction with access to specialized services and coordination of care.
- Slightly more HFP subscribers with chronic conditions than subscribers without chronic conditions gave a high rating for *Family Centered Care*.

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Key Findings from 2011 YAHCS

- A total of 5,811 teens responded to the survey and more than three quarters (78%) reported being satisfied with the care they received under HFP.
- More than half (54%) of teens received Counseling and Screening related to Diet, Weight and Exercise.
- About eighteen percent of teens received Counseling and Screening to Prevent Risky Behavior and about the same percentage of teens received Counseling and Screening related to Depression, Mental Health, and Relationships.
- Nearly all (92%) of teens surveyed reported that they never had a problem understanding their doctor even though they spoke different languages.
- Most teens (78%) said their doctor usually or always explained things in a way they could understand.
- Over two-thirds (68%) of teens thought the office staff at their doctor's office was helpful.

Conclusion

Although some CAHPS scores have dropped from the last time the survey was conducted, most HFP families still rate their satisfaction with their health plan and providers positively. The CAHPS and YAHCS surveys assist MRMIB by providing insight into the experience and views of subscribers in the Healthy Families Program. This survey information, coupled with other sources of data, helps MRMIB identify areas for program improvement with the participation of health plans.

CAHPS Survey Results

The CAHPS survey assesses the experiences of HFP consumers with their health plan and the degree to which they are satisfied with the medical care received. The CAHPS survey are designed to be used with all types of insurance enrollees (commercial, CHIP, Medicaid, and Medicare) and across the range of service delivery systems. There is a core survey for adults concerning their experiences and a core survey for parents concerning the experiences of their children. Supplemental question sets have been developed for people with chronic conditions and special health care needs as well.

The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 4.0 child survey for use in assessing the performance of health plans. The children with chronic conditions (CCC) measurement set is the product of a three-year joint development effort with the intent to create a protocol to identify and survey children with a range of chronic health problems.

In addition, to the CAHPS core survey questions and the chronic condition measurement set, are questions developed and added by MRMIB. There are seventeen additional questions in the 2011 CAHPS survey that were added by MRMIB. Therefore, the 2011 CAHPS survey for HFP consisted of 99 questions.

This report is based on the CAHPS core survey for children and the CCC supplemental questions. The survey results offer insight into how well the HFP health plans are meeting the needs of children in the program. The standard CAHPS survey questions are grouped into four global rating measures and four composites.

The four global rating measures are:

- *Rating of Health Plan*
- *Rating of Health Care*
- *Rating of Doctor or Nurse*
- *Rating of Specialist*

A 10-point scale is used to assess the overall experience with health plans, health care, doctors, and specialists. For the HFP, a rating of 8,

9, or 10 is considered a positive achievement score. In contrast, positive achievement scores for the child Medicaid responses are based on ratings of 9 or 10.

The four composites are:

- *Getting Needed Care*
- *Getting Care Quickly*
- *How Well Doctors Communicate*
- *Customer Service*

The four CCC composites are:

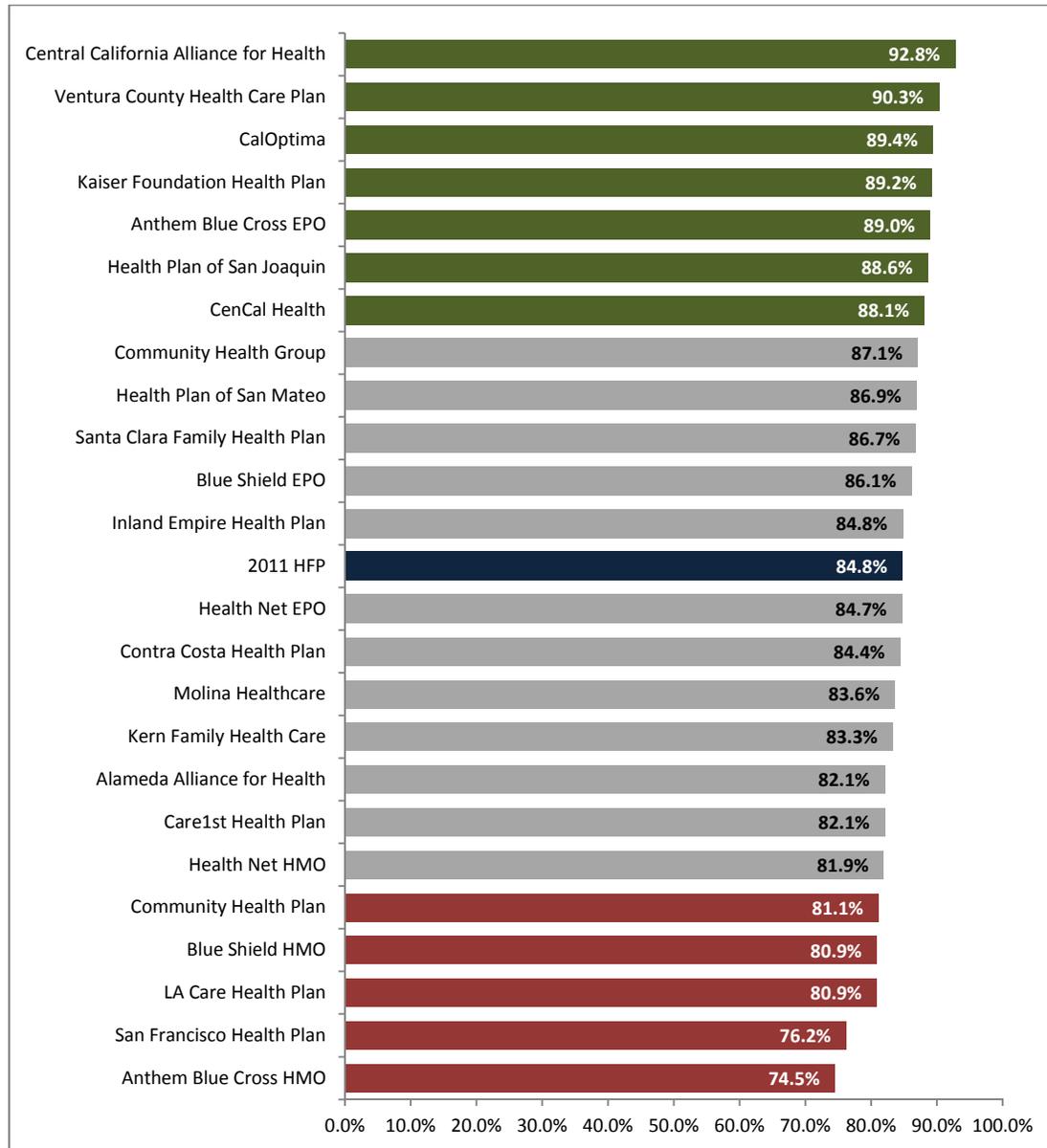
- *Access to Specialized Services*
- *Family Centered Care: Doctor Knows Child*
- *Family Centered Care: Shared Decision Making*
- *Coordination of Care*

The composites represent questions that are grouped together; the achievement score is the proportion of positive responses to the questions that make up the composite. For *Getting Needed Care* and *Customer Service* composites, a response of “not a problem” was a positive response. For *Getting Care Quickly*, *How Well Doctors Communicate*, and *Access to Specialized Services*, a response of “usually” or “always” was considered a positive response. For *Family Centered Care* and *Coordination of Care* “yes” was a positive response.

The charts on the following pages contain the survey results for the global ratings and the composites. Included in each chart are individual plan scores and the corresponding overall HFP or HFP CCC scores. Due to small sample sizes for the HFP CCC population, individual plan scores and HFP CCC scores are not provided for all measures. Demographic analysis is not included in this report because sampling was not applied to provide for such analysis.

CAHPS: Rating of Health Plan

Individual Plan Scores All HFP



Overall Health Plan Rating measures HFP subscriber ratings on a scale of 0 (worst) to 10 (best). The graph on the left shows the proportion of all subscribers who gave a rating of 8 or higher when asked to rate their health plan.

Among twenty-four health plans, seven plans received ratings that were significantly ($p < .05$) higher than the 2011 HFP average.

- Central California Alliance for Health
- Ventura County Health Care Plan
- CalOptima
- Kaiser Foundation Health Plan
- Anthem Blue Cross EPO
- Health Plan of San Joaquin
- CenCal Health

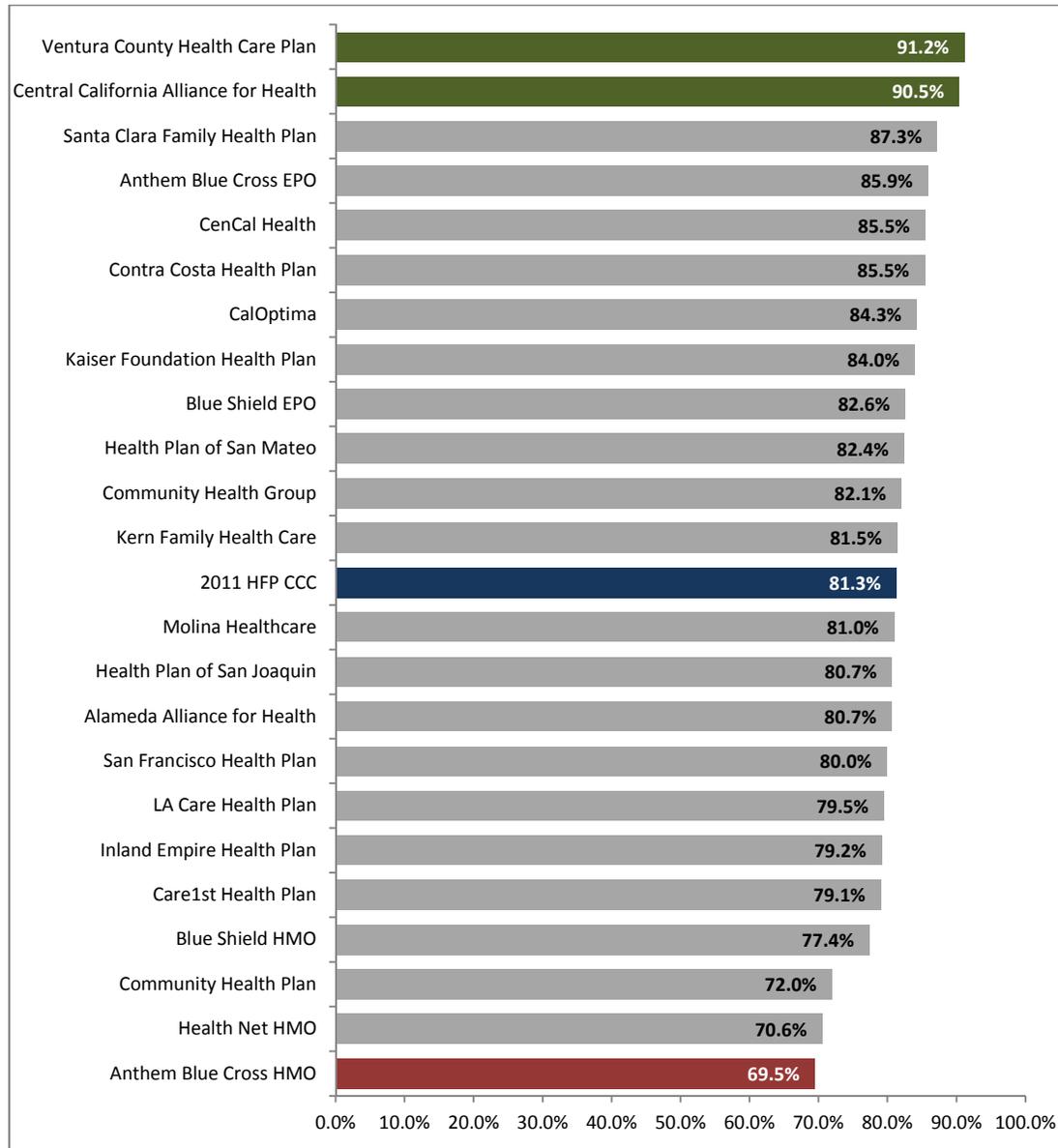
Five plans received ratings that were statistically ($p < .05$) below the HFP average:

- Anthem Blue Cross HMO
- San Francisco Health Plan
- LA Care Health Plan
- Blue Shield HMO
- Community Health Plan

The range of health plan scores for this measure is 18.3 percentage points, from 92.8 percent down to 74.5 percent.

CAHPS: Rating of Health Plan

Individual Plan Scores HFP CCC



The graph on the left shows the proportion of HFP children with chronic conditions (CCC) who gave a rating of 8 or higher when asked to rate their health plan.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Ventura County Health Care Plan
- Central California Alliance for Health

One plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

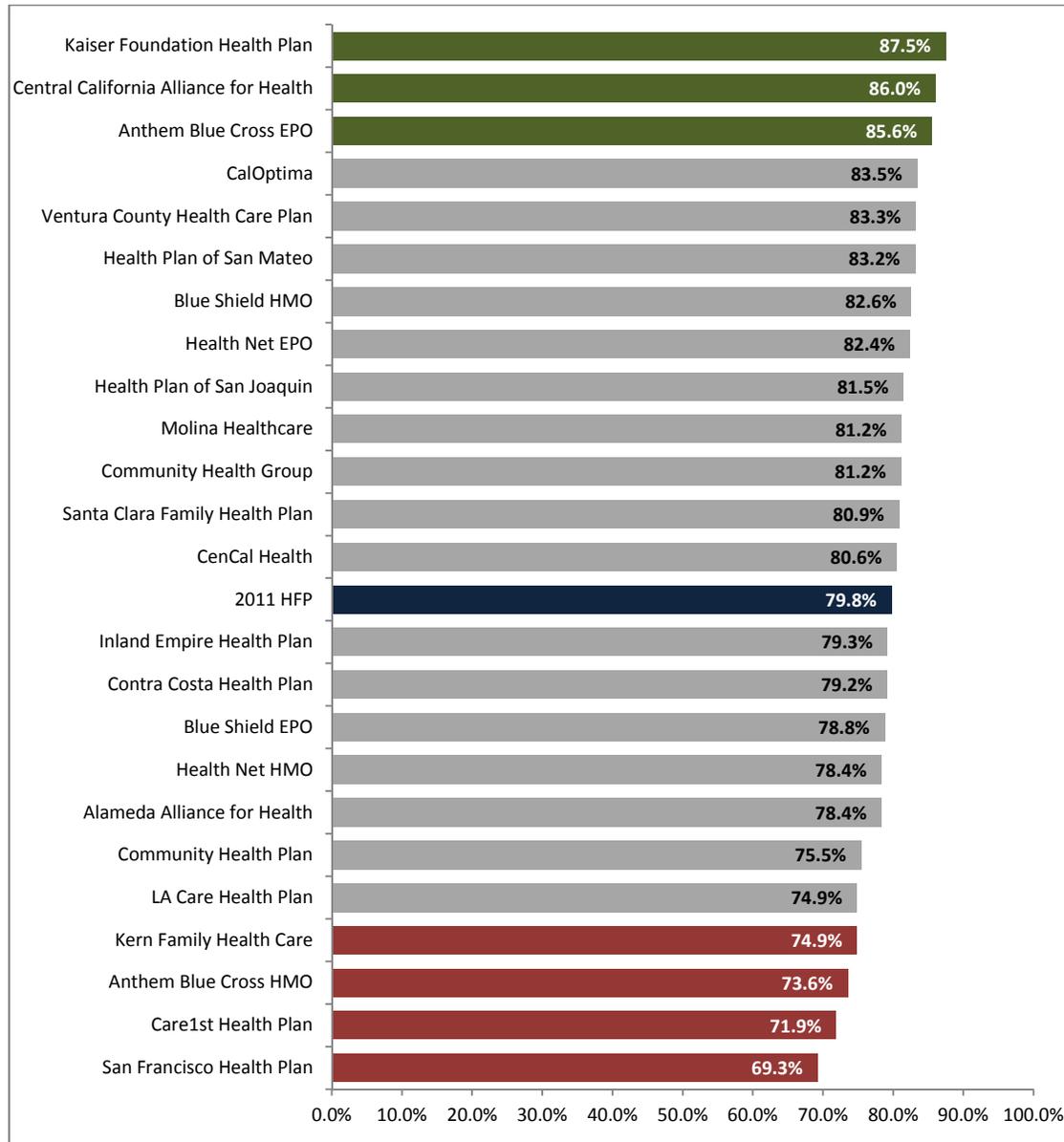
- Anthem Blue Cross HMO

HFP subscribers rating ranged from 91.2 percent down to 69.5 percent.

Note: Health Net EPO is not displayed in the chart due to small sample size.

CAHPS: Rating of Health Care

Individual Plan Scores All HFP



Overall Rating of Health Care measures HFP subscriber ratings on a scale of 0 (worst) to 10 (best). The scores on the left indicate the percentage of respondents who gave their child's health care a rating of 8, 9, or 10.

Three plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Kaiser Foundation Health Plan
- Central California Alliance for Health
- Anthem Blue Cross EPO

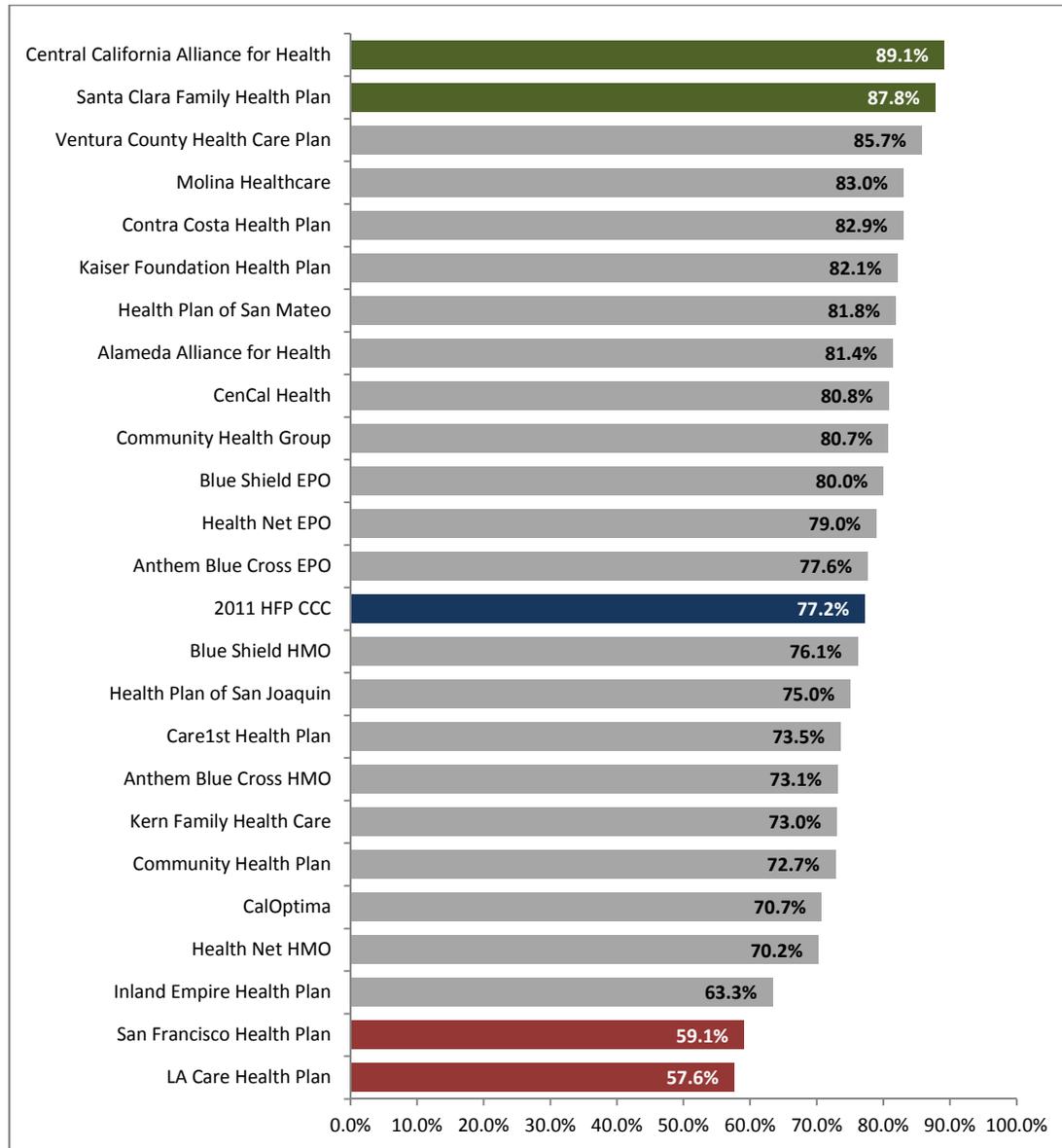
Four plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- San Francisco Health Plan
- Care1st Health Plan
- Anthem Blue Cross HMO
- Kern Family Health Care

There is a range of 18.2 percentage points from the highest plan score (87.5%) to the lowest plan score (69.3%).

CAHPS: Rating of Health Care

Individual Plan Scores HFP CCC



The graph on the left shows the proportion of HFP subscribers with chronic conditions who gave a rating of 8 or higher when asked to rate their health care received through the HFP.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average for high HFP CCC subscribers' ratings:

- Central California Alliance for Health
- Santa Clara Family Health Plan

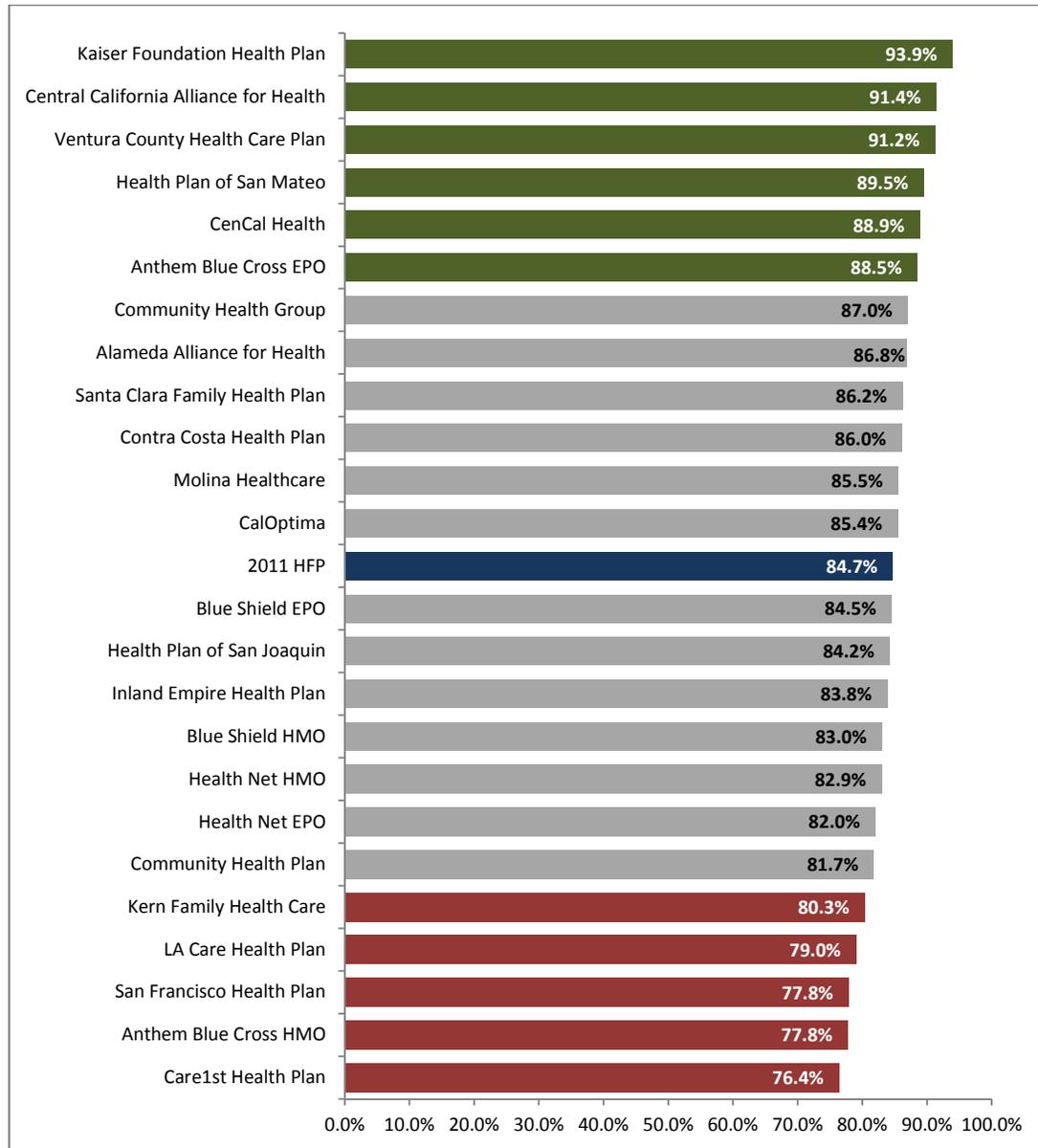
Two plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- LA Care Health Plan
- San Francisco Health Plan

There is a very large range from highest to lowest plan score for this measure, with a difference of 31.5 percentage points between the highest and lowest scores.

CAHPS: Rating of Personal Doctor

Individual Plan Scores All HFP



Overall Rating of Personal Doctor measures HFP subscribers ratings on a scale of 0 (worst) to 10 (best). The graph on the left shows the proportion of all respondents who gave a rating of 8 or higher when asked to rate their personal doctor.

Six plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Kaiser Foundation Health Plan
- Central California Alliance for Health
- Ventura County Health Care Plan
- Health Plan of San Mateo
- CenCal Health
- Anthem Blue Cross EPO

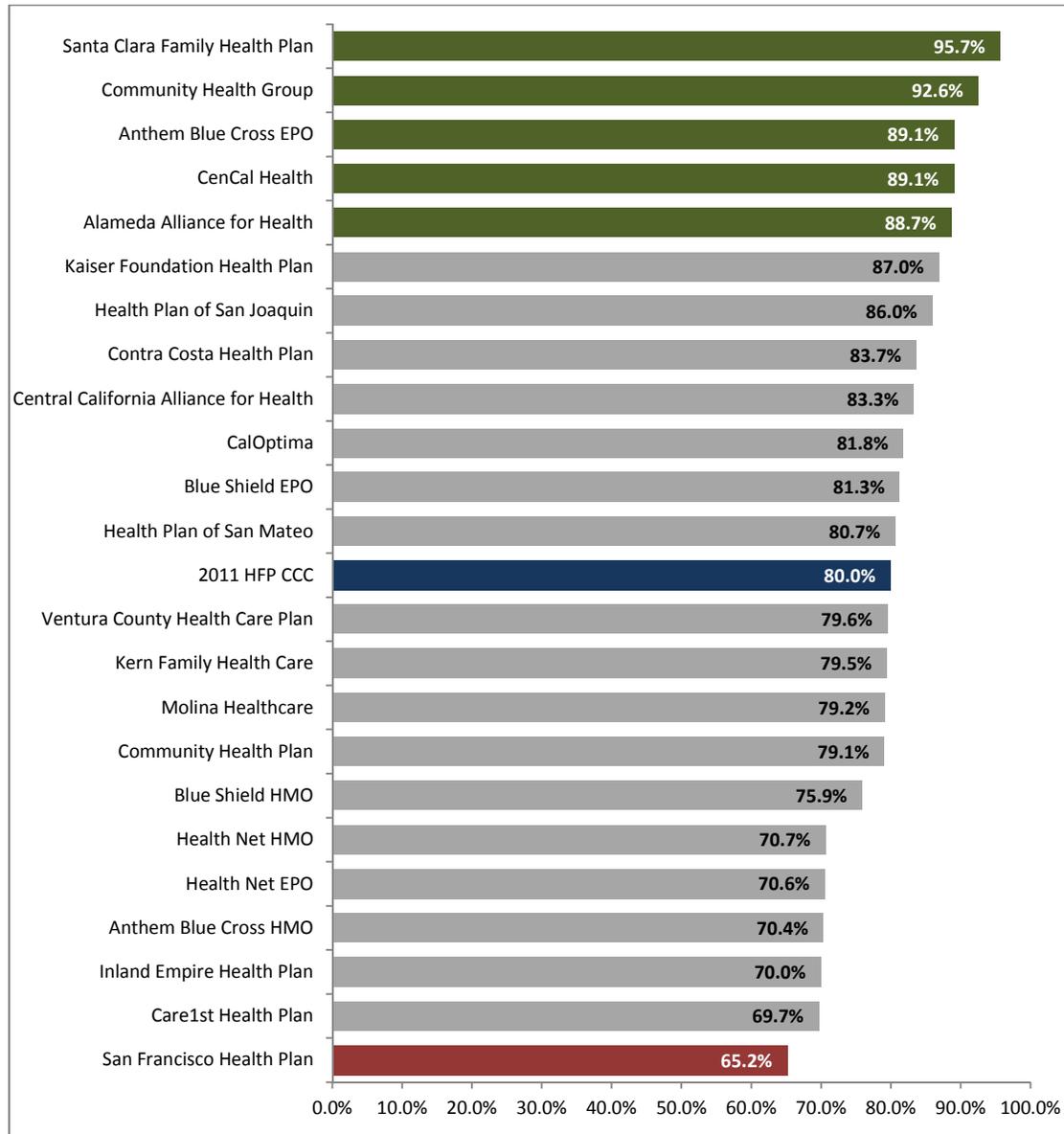
Five plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Care1st Health Plan
- Anthem Blue Cross HMO
- San Francisco Health Plan
- LA Care Health Plan
- Kern Family Health Care

The range of plan scores from highest to lowest is 17.5 percentage points.

CAHPS: Rating of Personal Doctor

Individual Plan Scores HFP CCC



The graph on the left shows the proportion of HFP respondents with chronic conditions who gave a rating of 8 or higher when asked to rate their personal doctor.

Five plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Santa Clara Family Health Plan
- Community Health Group
- Anthem Blue Cross EPO
- CenCal Health
- Alameda Alliance for Health

One plan received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- San Francisco Health Plan

Plan scores vary significantly, with a difference of 30.5 percentage points between the highest and lowest plan score.

CAHPS: Rating of California Children’s Services

California Children’s Services (CCS) provides services under Title V of the Social Security Act, which mandates the provision of care to children with special health care needs. HFP plans refer a child with a severe health condition to county CCS programs for evaluation of eligibility. If eligible, all care related to the special condition is provided by CCS-approved providers outside the child’s health plan. The child’s plan continues to be responsible for covering all other necessary health care not covered or provided by CCS.

Of the 11,767 families who responded to the CAHPS survey, about 400 reported needing services through CCS. Families getting CCS services that also rated their health plans are shown in the Table below. CCS ratings compared favorably to how these families rated their child’s health plan.

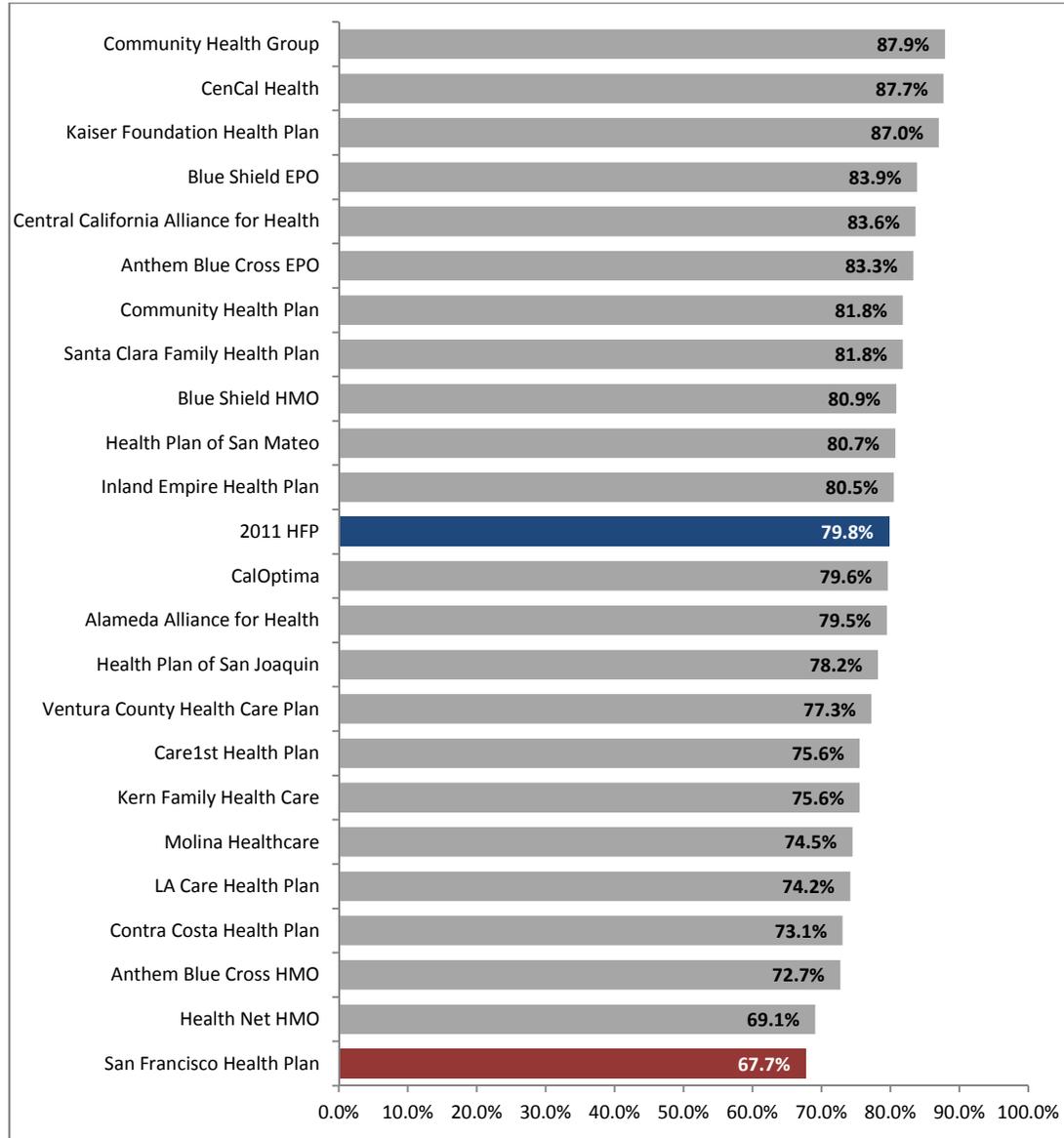
Table 4. Comparison of CCS Ratings to Health Plan Ratings

Rating (10 is best)	CCS n=	Health Plan n=
10	215	168
9	47	63
8	32	57
7	14	26
6	7	14
5 or below	37	24
Total	352	352
Mean	8.7	8.7

Of families getting CCS services, 91 percent reported that it was “no problem” or only a “small problem” to get treatment for their child through the CCS Program.

CAHPS: Rating of Specialist

Individual Plan Scores All HFP



Overall Rating of Specialist measures HFP subscribers' ratings on a scale of 0 (worst) to 10 (best). The graph on the left shows the proportion of all subscribers who gave a rating of 8 or higher when asked to rate their specialist.

None of the plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average.

One plan received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- San Francisco Health Plan

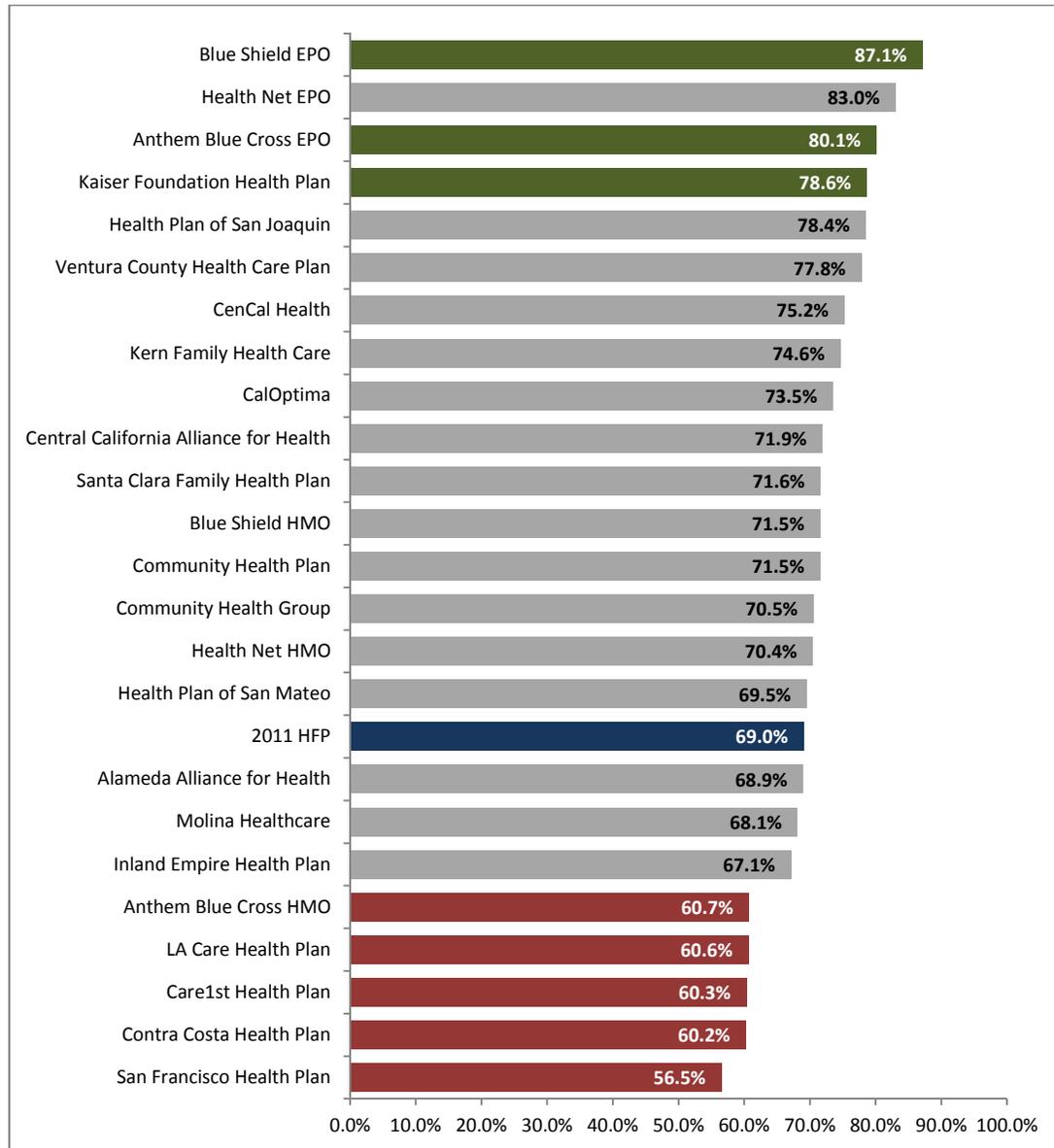
All but two health plans' sample sizes were too small to report for children with chronic conditions. Therefore, individual plan scores and the overall HFP CCC score are not reported for this measure.

The range from highest to lowest plan score for this measure is 20.2 percentage points.

Note: Health Net EPO is not displayed due to small sample size.

CAHPS: Getting Needed Care

Individual Plan Scores All HFP



Getting Needed Care composite measures the experiences of families when attempting to care for their child from doctors or specialists. The scores on the left indicate the percentage of subscribers who answered “usually” or “always” to questions related to getting care they believed their child needed.

The following plan scores were statistically significantly higher (green bars in chart to left) than the overall 2011 HFP score (dark blue bar):

- Blue Shield EPO
- Anthem Blue Cross EPO
- Kaiser Foundation Health Plan

The following plan scores were statistically significantly lower (red bars) than the overall 2011 HFP score (dark blue bar):

- San Francisco Health Plan
- Contra Costa Health Plan
- Care1st Health Plan
- LA Care Health Plan
- Anthem Blue Cross HMO

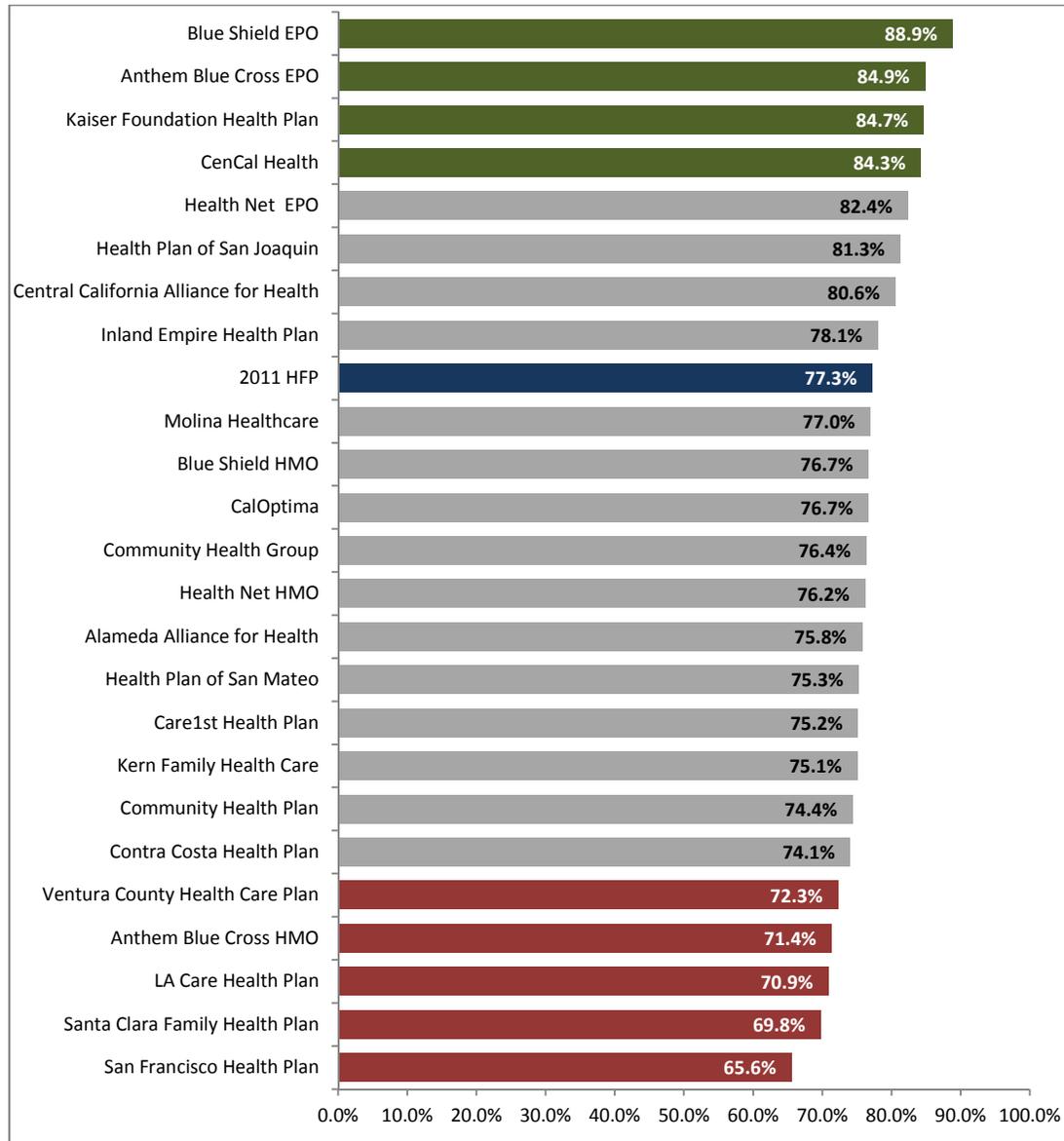
The range between high and low scores is 30.6 percentage points.

Nearly half of the plans’ sample sizes were too small to report results for children with chronic conditions.

Note: Health Net EPO score of 83% is not statistically significant from the HFP average due to small sample size.

CAHPS: Getting Care Quickly

Individual Plan Scores HFP



Getting Care Quickly composite measures the experiences of families related to how often they got the care their child needed as soon as they wanted. The scores on the left indicate the percentage of subscribers who answered “usually” or “always” to questions related to how often they got the care their child needed as soon as they wanted.

Four plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Blue Shield EPO
- Anthem Blue Cross EPO
- Kaiser Foundation Health Plan
- CenCal Health

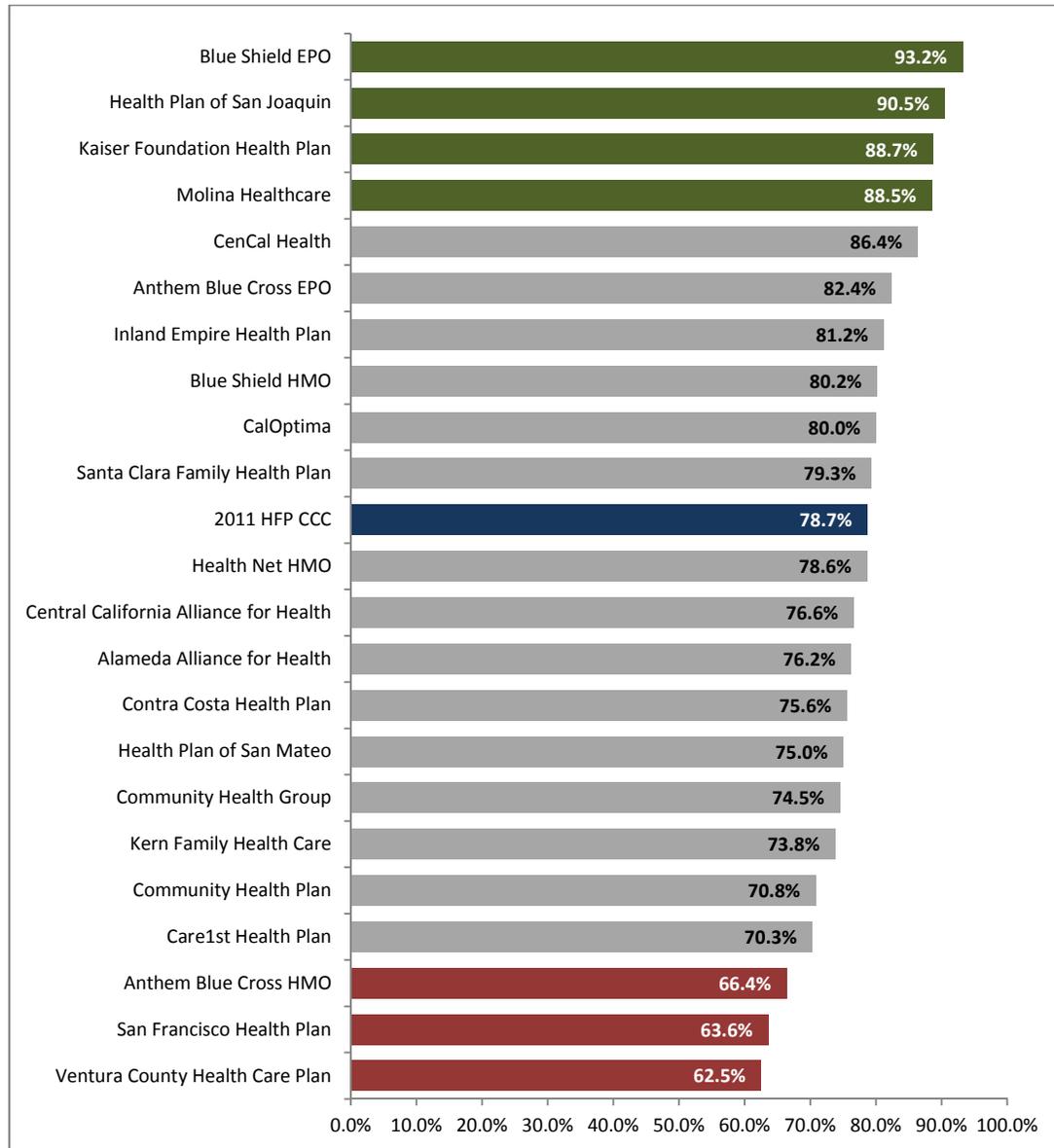
Five plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- San Francisco Health Plan
- Santa Clara Family Health Plan
- LA Care Health Plan
- Anthem Blue Cross HMO
- Ventura County Health Care Plan

The range from highest to lowest plan score is 23.3 percentage points.

CAHPS: Getting Care Quickly

Individual Plan Scores HFP CCC



Getting Care Quickly is comprised of HFP children with chronic conditions (CCC) who:

- Usually or always received the needed care when they felt they needed it; and,
- Usually or always got appointments for care as soon as they felt they needed it.

Four plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Blue Shield EPO
- Health Plan of San Joaquin
- Kaiser Foundation Health Plan
- Molina Healthcare

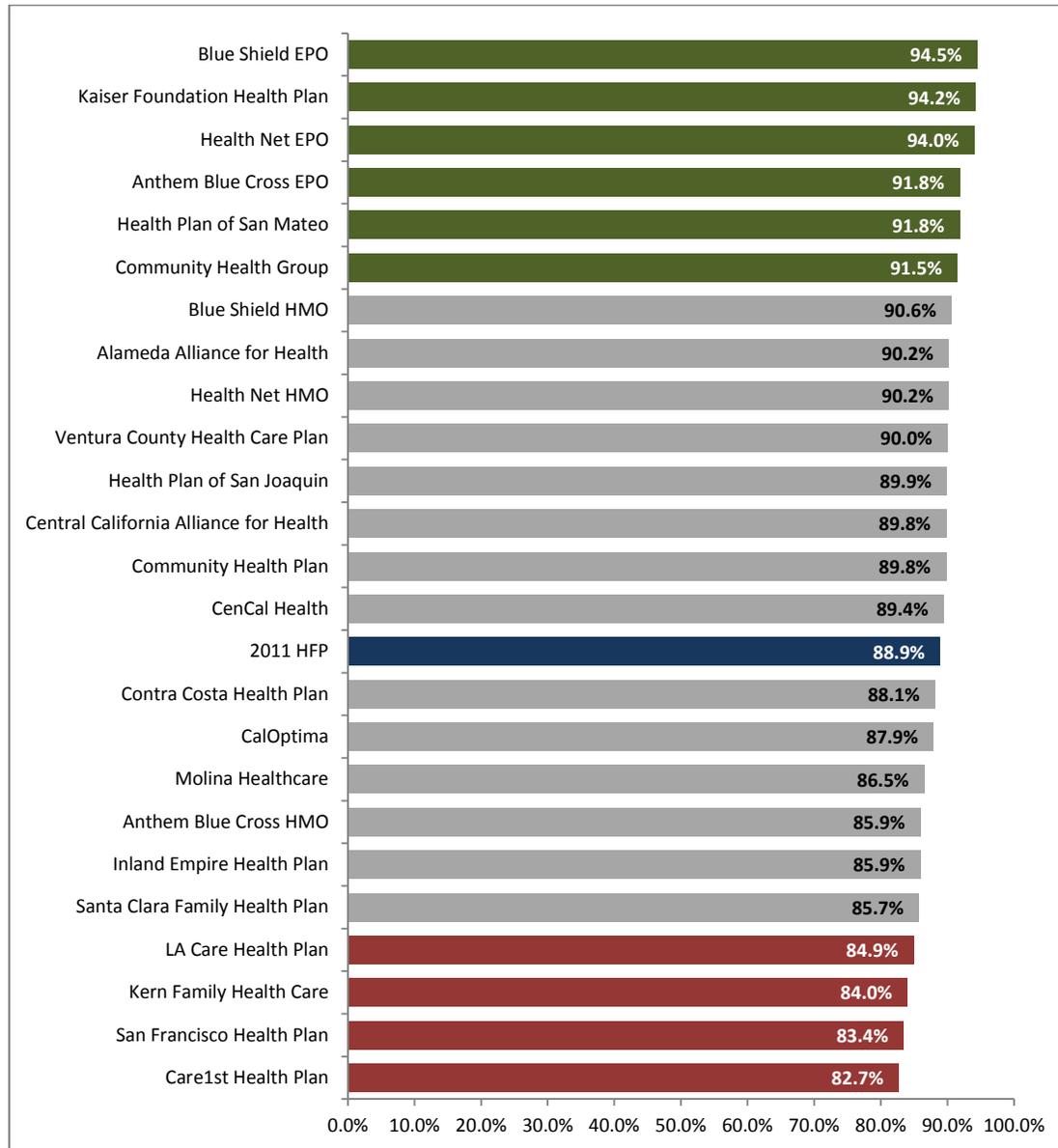
Three plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Ventura County Health Care Plan
- San Francisco Health Plan
- Anthem Blue Cross HMO

The range from highest to lowest plan score is 30.7 percentage points.

CAHPS: How Well Doctors Communicate

Individual Plan Scores HFP



How Well Doctors Communicate is comprised of HFP children whose personal doctor usually or always:

- Explained things in a way that's easy to understand;
- Listened carefully to the member;
- Showed respect for what the member had to say; and,
- Spent enough time with the member.

Six plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Blue Shield EPO
- Kaiser Foundation Health Plan
- Health Net EPO
- Anthem Blue Cross EPO
- Health Plan of San Mateo
- Community Health Group

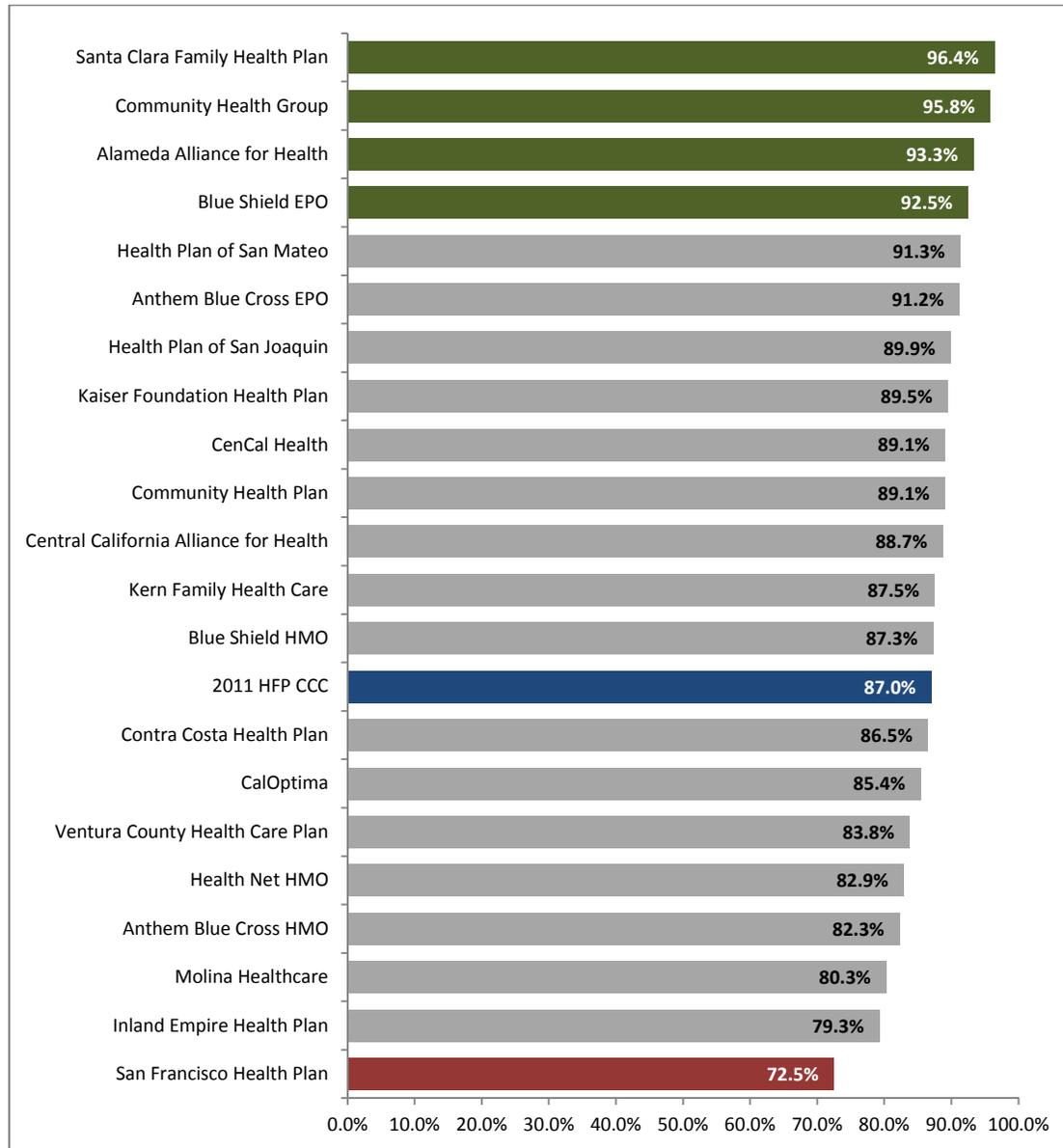
Four plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Care1st Health Plan
- San Francisco Health Plan
- Kern Family Health Care
- LA Care Health Plan

The range between the highest and lowest health plan is 11.8 percentage points.

CAHPS: How Well Doctors Communicate

Individual Plan Scores HFP CCC



How Well Doctors Communicate is comprised of HFP children with chronic conditions (CCC) whose personal doctor usually or always:

- Explained things in a way that's easy to understand;
- Listened carefully to the member;
- Showed respect for what the member had to say; and,
- Spent enough time with the member.

Four plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Santa Clara Family Health Plan
- Community Health Group
- Alameda Alliance for Health
- Blue Shield EPO

One plan received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

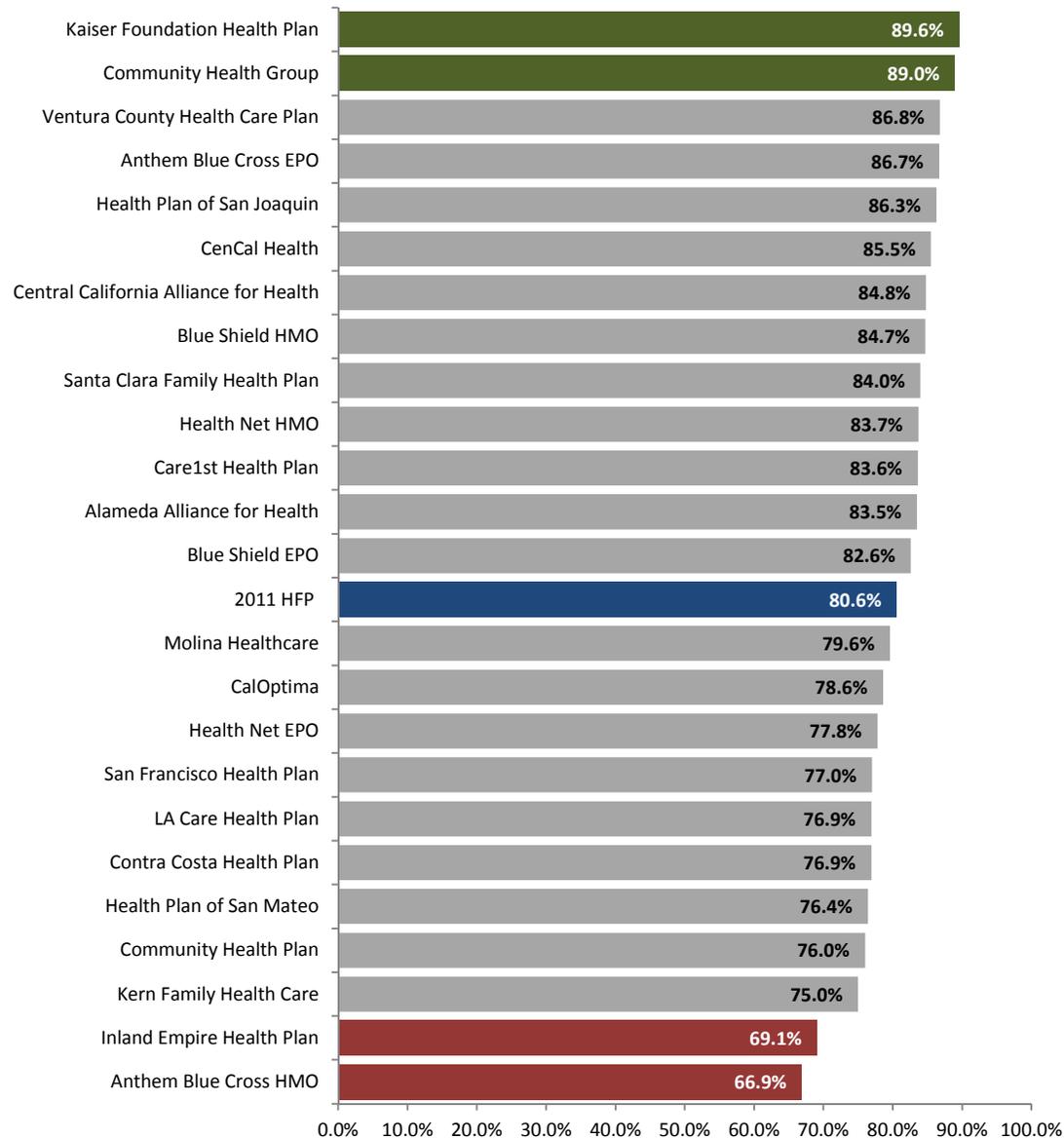
- San Francisco Health Plan

There is a range of 23.9 percentage points between the highest and lowest plan scores.

Note: Health Net EPO and LA Care Health Plan are not displayed due to small sample sizes.

CAHPS: Customer Service

Individual Plan Scores All HFP



Customer Service is comprised of HFP families who found their health plan's customer service usually or always:

- Gave them the help they needed; and,
- Treated them with courtesy and respect.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Kaiser Foundation Health Plan
- Community Health Group

Two plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

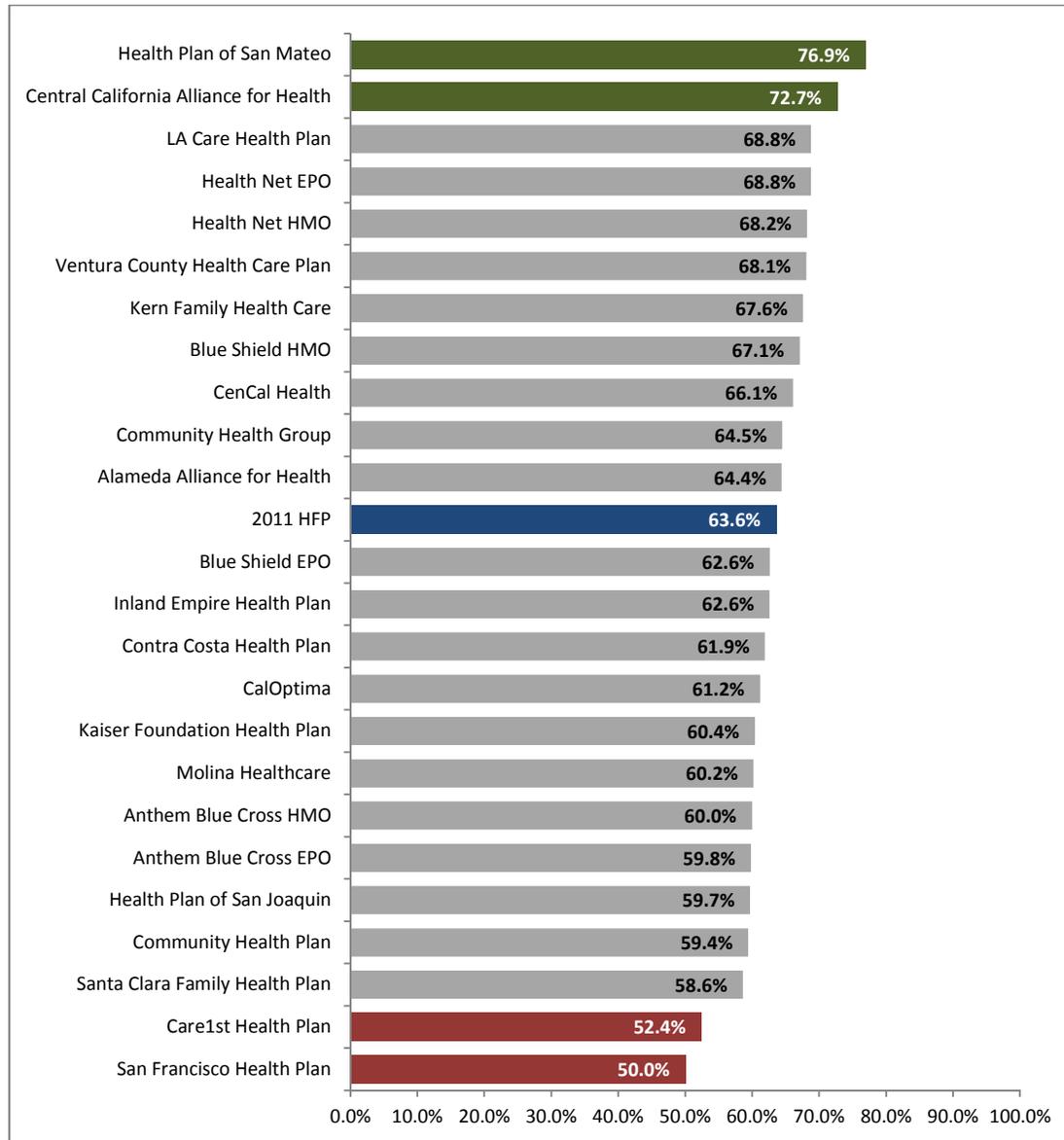
- Anthem Blue Cross HMO
- Inland Empire Health Plan

The range between the highest plan score and the lowest plan score is 22.7 percentage points.

All of the health plans' sample sizes were too small to report for children with chronic conditions. Therefore, individual plan scores and the overall HFP score are not reported for CCC for this measure.

CAHPS: Shared Decision Making

Individual Plan Scores HFP



Shared Decision Making is comprised of all HFP families whose doctor usually or always:

- Talked with them about the pros and cons of choices for treatment or care; and,
- Asked which choice was best for them.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Health Plan of San Mateo
- Central California Alliance for Health.

Two plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

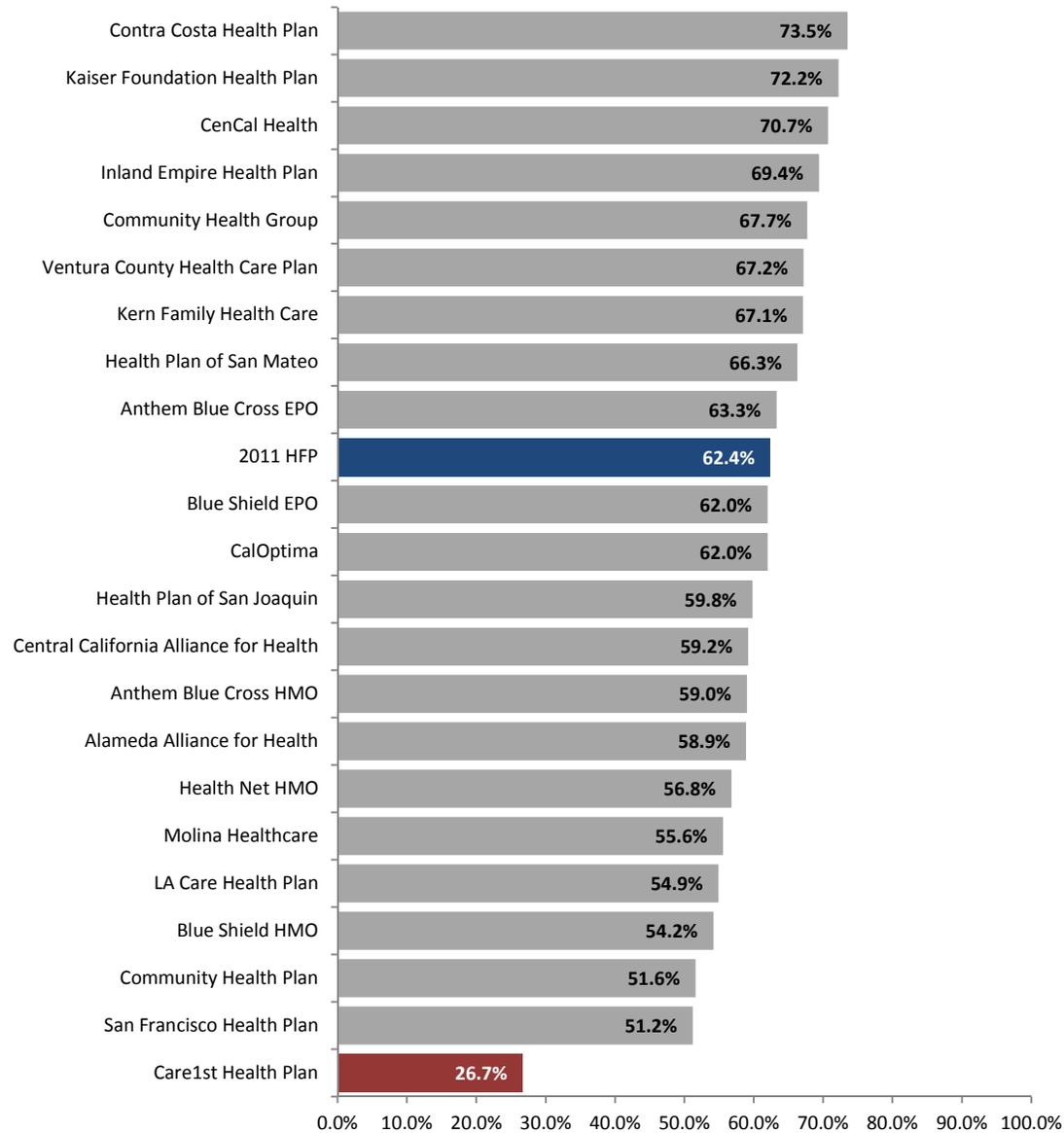
- Care1st Health Plan
- San Francisco Health Plan

The range is 26.9 percentage points between the highest and lowest plan scores.

Nearly all of the health plans' sample sizes were too small to report scores for HFP CCC. Therefore, individual plan scores and the overall HFP CCC score are not reported for this measure.

CAHPS: Access to Specialized Services

Individual Plan Scores HFP



Access to Specialized Services is a composite measure for children with chronic conditions (CCC). The chart on the left represents the proportion of all HFP families who usually or always:

- Got special medical equipment or devices;
- Found it easy to get therapy; and,
- Found it easy to get treatment or counseling.

None of the plans had statistically significantly higher proportions of high ratings than the overall 2011 HFP score.

One plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Care1st Health Plan

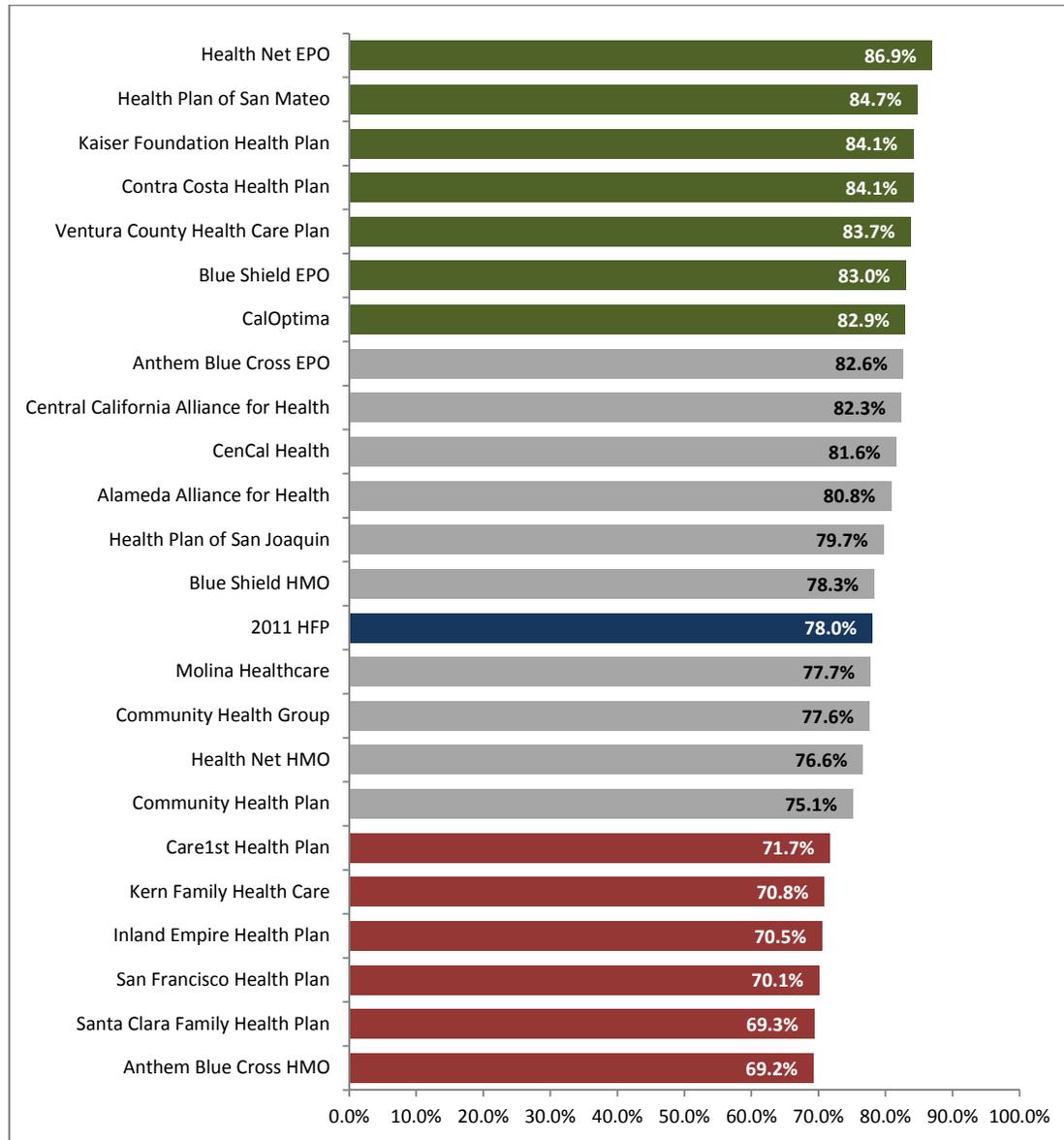
The range between the highest and lowest health plan scores is 46.8 percentage points.

All of the health plans' sample sizes were too small to report for children with chronic conditions. Therefore, individual plan scores and the overall HFP CCC score are not reported for this measure.

Note: Health Net EPO and Santa Clara Family Health Plan are not displayed due to small sample sizes.

CAHPS: Family Centered Care

Individual Plan Scores HFP



Family Centered Care is comprised of all HFP families whose personal doctor usually or always:

- Talked with them about how they were feeling, growing, or behaving;
- Understood how health conditions affected their day-to-day life; and,
- Understood how health conditions affected their family's day-to-day life.

Seven plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Health Net EPO
- Health Plan of San Mateo
- Kaiser Foundation Health Plan
- Contra Costa Health Plan
- Ventura County Health Care Plan
- Blue Shield EPO
- CalOptima

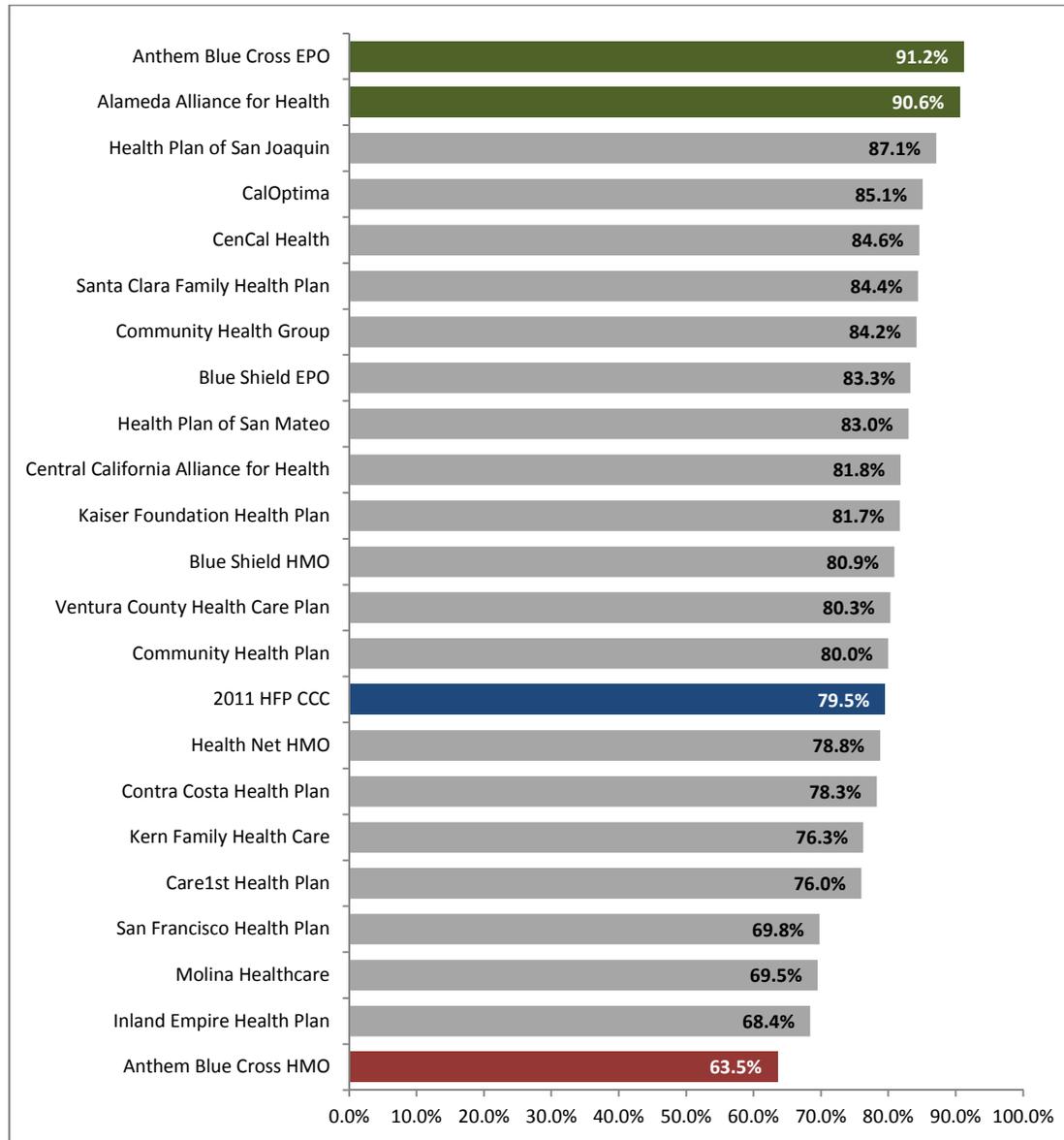
Six plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Anthem Blue Cross HMO
- Santa Clara Family Health Plan
- San Francisco Health Plan
- Inland Empire Health Plan
- Kern Family Health Care
- Care1st Health Plan

The range between the highest and lowest plan scores is 17.7 percentage points.

CAHPS: Family Centered Care

Individual Plan Scores HFP CCC



Family Centered Care is comprised of HFP families with chronic conditions (CCC), whose personal doctor usually or always:

- Talked with them about how they were feeling, growing, or behaving;
- Understood how health conditions affected their day-to-day life; and,
- Understood how health conditions affected their family's day-to-day life.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Anthem Blue Cross EPO
- Alameda Alliance for Health

One plan received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

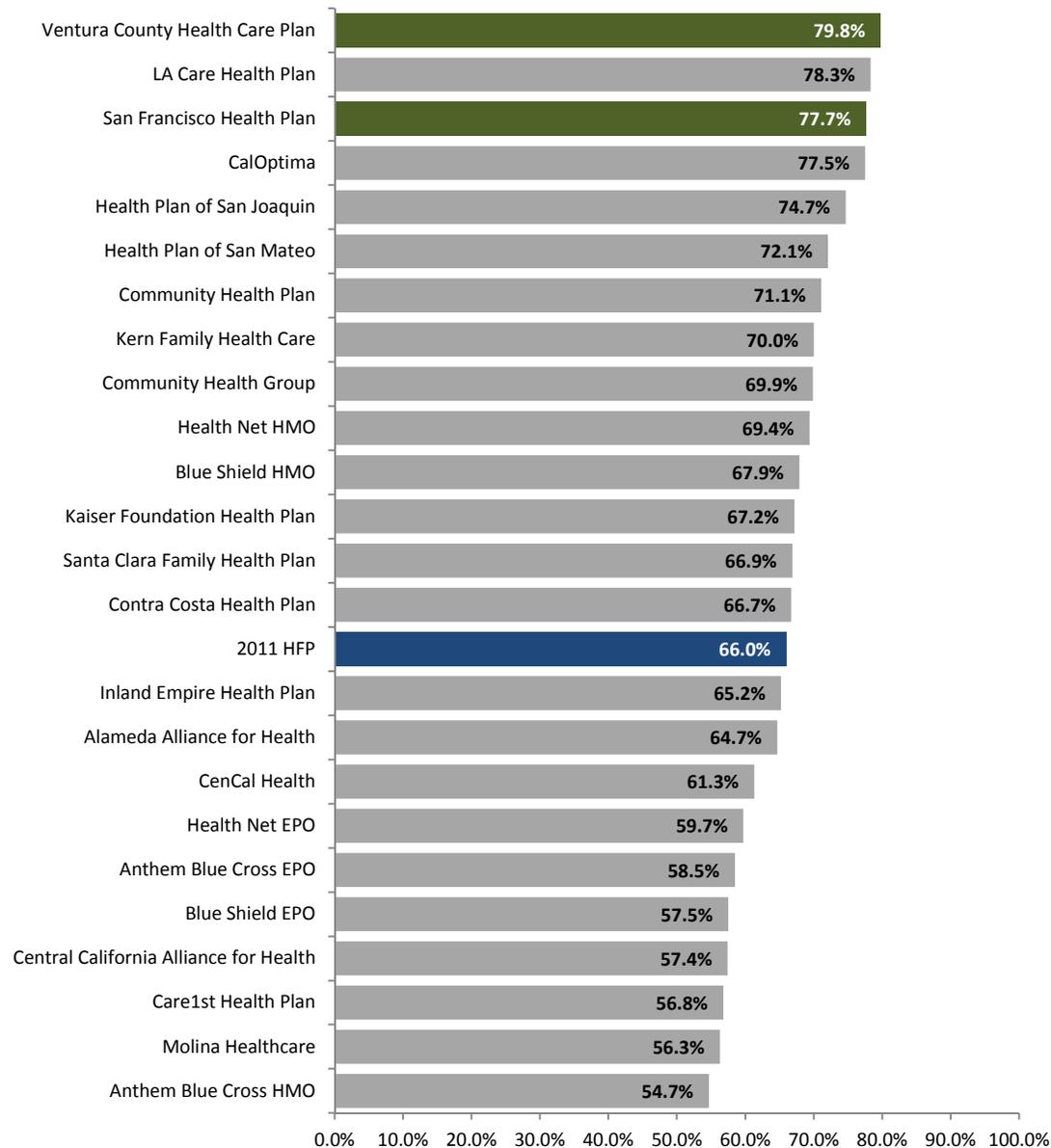
- Anthem Blue Cross HMO

The range is 27.7 percentage points between the highest and lowest health plan scores.

Note: Plan scores are not shown for Health Net EPO or LA Care Health Plan due to small sample sizes.

CAHPS: Coordination of Care

Individual Plan Scores HFP



Coordination of Care is one of the children with chronic conditions (CCC) composite measures. The chart on the left is comprised of all HFP families whose:

- Doctor or other health care provider usually or always provided assistance in contacting their school or daycare provider; and,
- Health plan, doctor's office or clinic staff helped coordinate their care among different types of providers or services.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Ventura County Health Care plan
- San Francisco Health Plan

None of the plans' ratings were statistically significantly lower than the overall 2011 HFP average.

The range between the highest and lowest health plan scores is 25.1 percentage points.

Nearly all of the health plans' sample sizes were too small to report for CCC. Therefore, individual plan scores and the overall HFP CCC score are not reported for this measure.

Note: LA Care Health Plan score of 78.3% is not statistically higher than the HFP average due to small sample size.

YAHCS Survey Results

Young Adult Health Care Survey

The report summarizes the results of a survey of teen and young adult subscribers of the Healthy Families Program who had been continuously enrolled in the program for at least 6 months as of December 31, 2010. Respondents were selected from 24 health plans participating in the Healthy Families Program. The paper surveys were available in the following languages: English, Spanish, Chinese, Korean and Vietnamese. The web survey was available in English and Spanish.

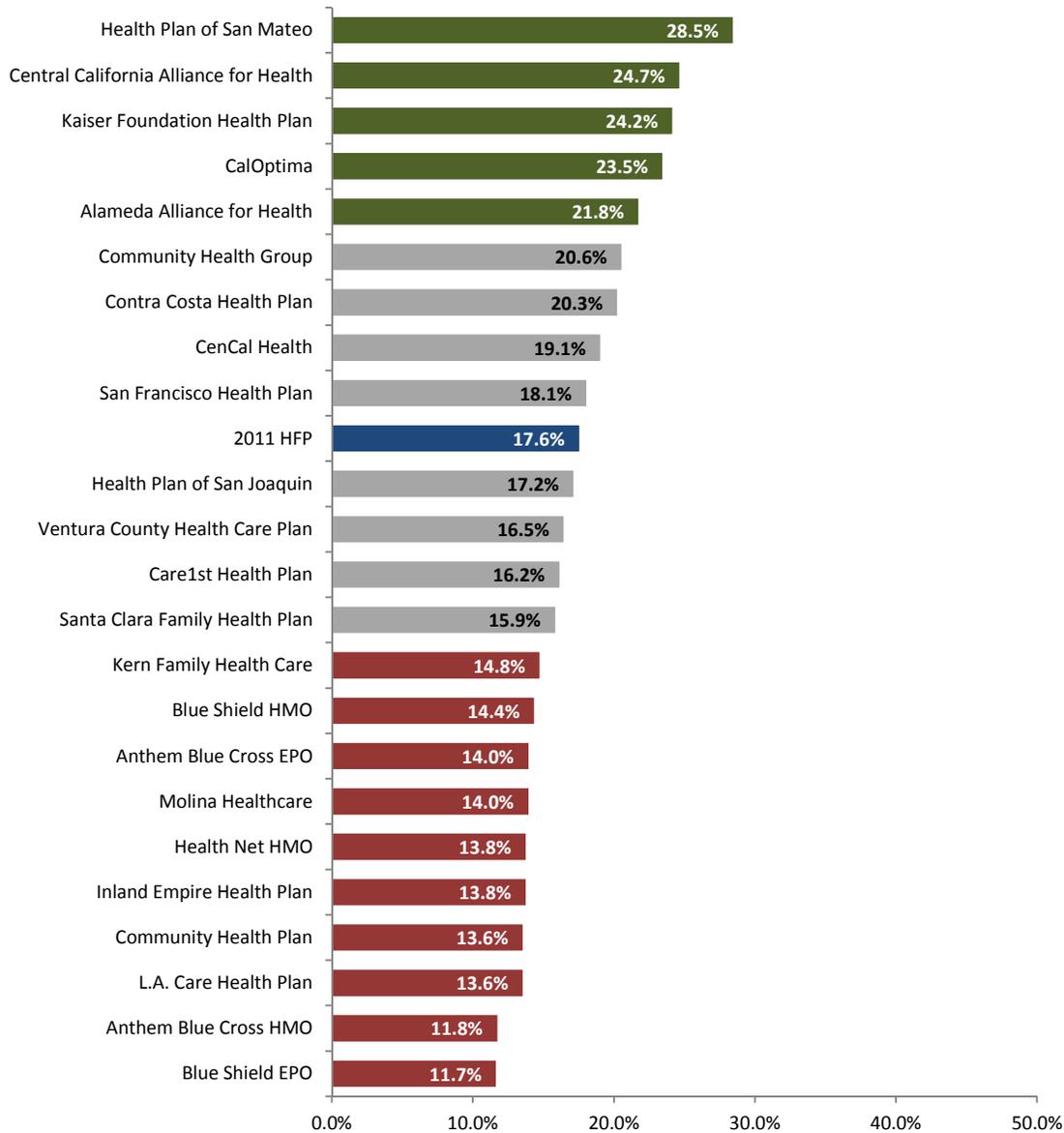
The survey was administered over an 8-week period using a four-wave protocol of mail and web. The four-wave protocol consisted of a pre-notification mailing to the parents of the selected subscriber of an initial survey mailing, and a reminder postcard to all respondents, and a second survey mailing to non-respondents. The survey consists of 58 questions that are grouped in to following eight composites:

- Counseling and Screening to Prevent Risky Behaviors;
- Counseling and Screening to Prevent Unwanted Pregnancy and STDs;
- Counseling and Screening Related to Diet, Weight and Exercise;
- Counseling and Screening Related to Depression, Mental Health and Relationships;
- Care Provided in a Confidential and Private Setting;
- Helpfulness of Counseling Provided;
- Communication and Experience of Care; and,
- Health Information.

A response of “yes” is considered an achievement score for the four *Counseling and Screening* composites and the *Private and Confidential Care* and *Health Information* composites. Responses of “usually” or “always” are considered achievement scores for the *Communication and Experience of Care* composite. Responses of “Very Helpful” or “Helpful” are considered achievement scores for the *Helpfulness of Counseling Provided* composite.

The results of the YAHCS show that overall, very few teens in HFP are receiving the recommended counseling and screening for risk factors. However, when they do get it, the overwhelming majority find the counseling helpful. Most teens reported that they were in good health, about two percent engage in more than two risky behaviors and the majority gave their doctors a high rating. Teens received counseling related to diet, weight and exercise much more often (54%) than for preventing risky behaviors (18%), unwanted pregnancy and STDs (23%), or depression and mental health (18%).

YAHCS: Counseling and Screening to Prevent Risky Behavior



The scores on the left represent the percentage of teens who indicated their doctors talked to them about wearing a helmet, riding in a car with someone who has been drinking and using drugs, guns and weapons, chewing tobacco or smoking, drug use, alcohol use and wearing a seatbelt. The 2011 HFP Average is the average rating for all respondents.

Five plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

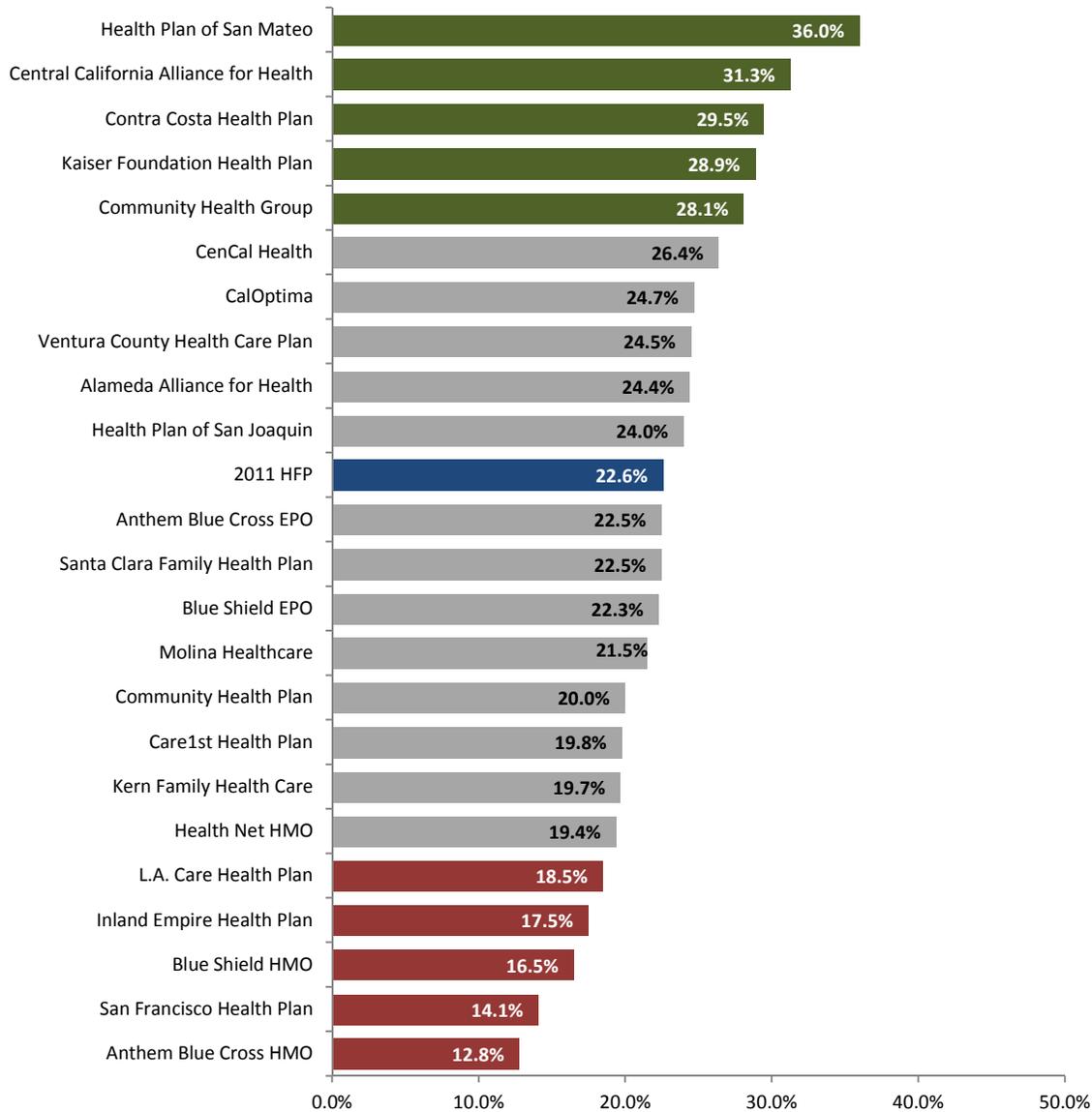
- Health Plan of San Mateo
- Central California Alliance for Health
- Kaiser Foundation Health Plan
- CalOptima
- Alameda Alliance for Health

Ten plans received ratings that were significantly ($p < .05$) below the program average:

- Blue Shield EPO
- Anthem Blue Cross HMO
- L.A. Care Health Plan
- Community Health Plan
- Inland Empire Health Plan
- Health Net HMO
- Molina Healthcare
- Anthem Blue Cross EPO
- Blue Shield HMO
- Kern Family Health Care

Note: Health Net EPO is not displayed in the chart due to small sample size.

YAHCS: Counseling and Screening to Prevent Unwanted Pregnancy and STDs



The scores on the left represent the percentage of teens who indicated their doctor talked to them about sexually transmitted diseases (STDs), condoms and birth control. The 2011 HFP Average is the average rating for all respondents.

Five plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Health Plan of San Mateo
- Central California Alliance for Health
- Contra Costa Health Plan
- Kaiser Foundation Health Plan
- Community Health Group

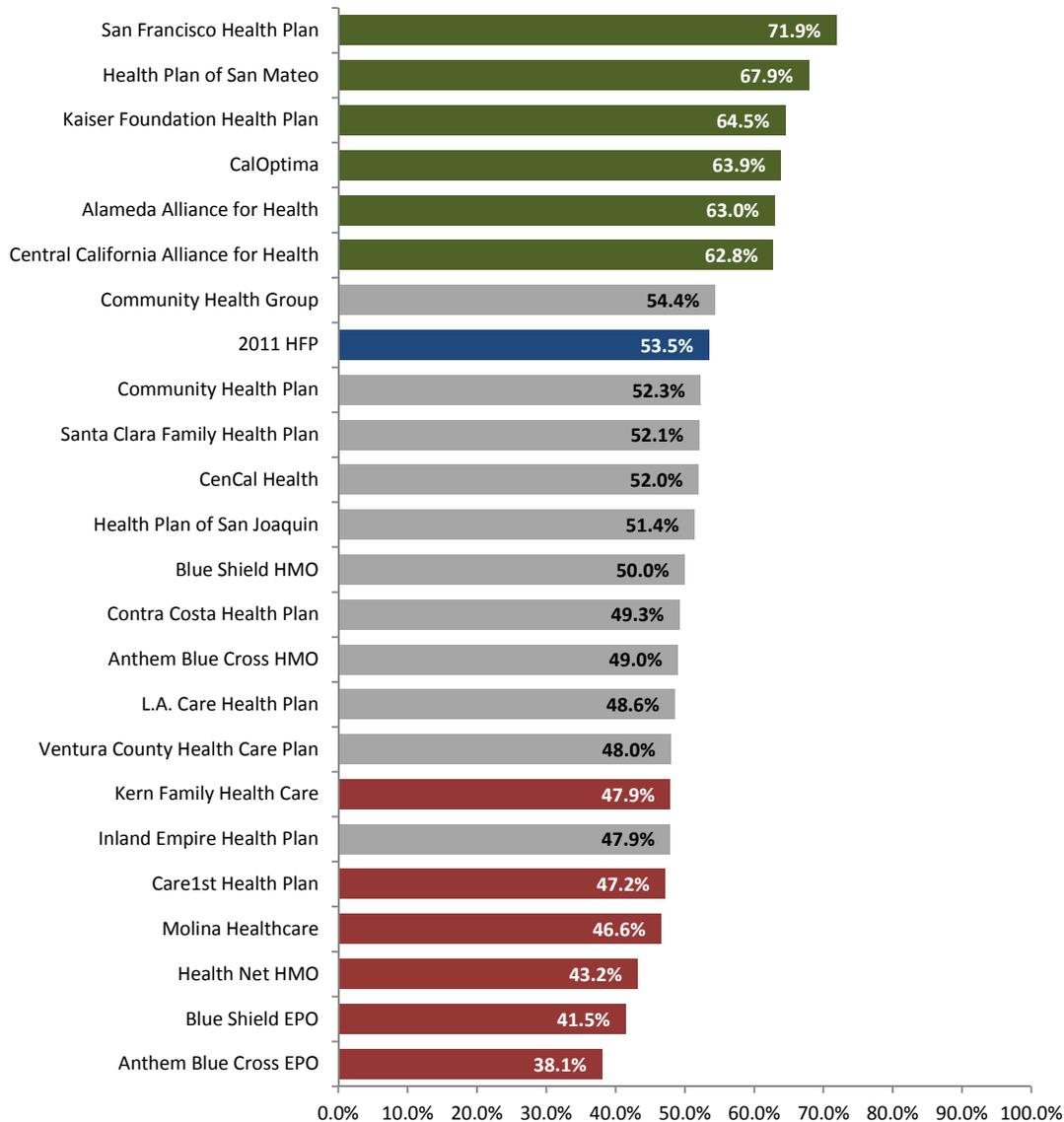
Five plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Anthem Blue Cross HMO
- San Francisco Health Plan
- Blue Shield HMO
- Inland Empire Health Plan
- L.A. Care Health Plan

The range of health plan scores for this measure is 23.2 percentage points, from 36 percent down to 12.8 percent.

Note: Health Net EPO is not displayed in the chart due to small sample size.

YAHCS: Counseling and Screening Related to Healthy Eating and Physical Activity



The scores on the left represent the percentage of teens who indicated their doctor talked to them about their weight, healthy eating and diet, physical activity and exercise. The 2011 HFP Average is the average rating for all respondents.

Six plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

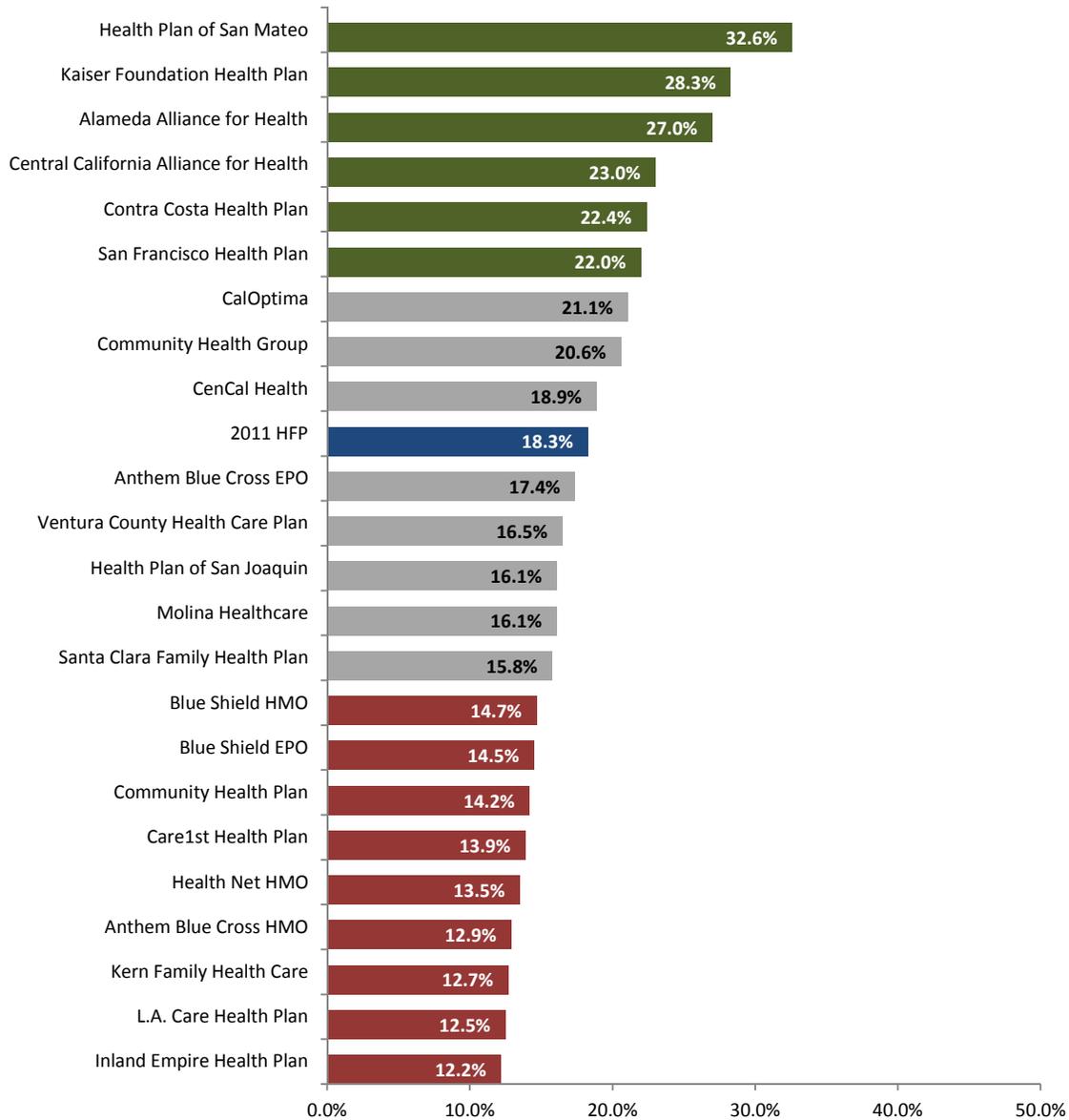
- San Francisco Health Plan
- Health Plan of San Mateo
- Kaiser Foundation Health Plan
- CalOptima
- Alameda Alliance for Health
- Central California Alliance for Health

Six plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Anthem Blue Cross EPO
- Blue Shield EPO
- Health Net HMO
- Molina Healthcare
- Care1st Health Plan
- Kern Family Health Care

Note: Health Net EPO is not displayed in the chart due to small sample size. Inland Empire Health Plan not significantly lower than HFP average due to small sample size.

YAHCS: Counseling and Screening Related to Depression, Mental Health and Relationships



The scores on the left represent the percentage of teens who indicated their doctor talked to them about their friends, school performance or grades, emotions or moods, suicide, sexual orientation and feeling sad or hopeless every day. The 2011 HFP Average is the average rating for all respondents.

Six plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

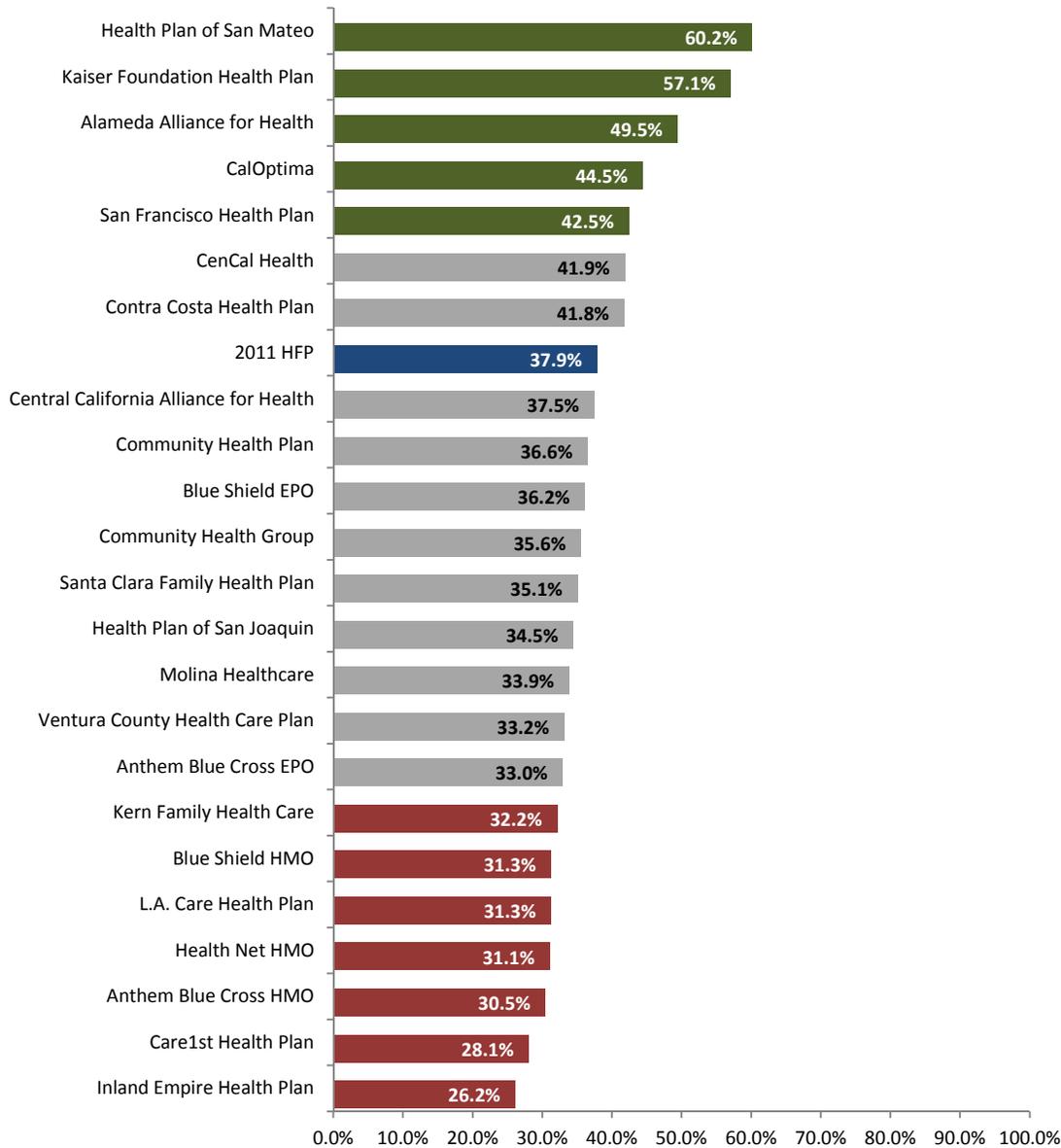
- Health Plan of San Mateo
- Kaiser Foundation Health Plan
- Alameda Alliance for Health
- Central California Alliance for Health
- Contra Costa Health Plan
- San Francisco Health Plan

Nine plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Inland Empire Health Plan
- L.A. Care Health Plan
- Kern Family Health Care
- Anthem Blue Cross HMO
- Health Net HMO
- Care1st Health Plan
- Community Health Plan
- Blue Shield EPO
- Blue Shield HMO

Note: Health Net EPO is not displayed in the chart due to small sample size.

YAHCS: Care Provided in a Confidential and Private Setting



The scores on the left represent the percentage of teens who indicated their doctor talked to them privately and if they were told that what they talked about was confidential. The 2011 HFP Average is the average rating for all respondents.

Four plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Health Plan of San Mateo
- Kaiser Foundation Health Plan
- Alameda Alliance for Health
- San Francisco Health Plan

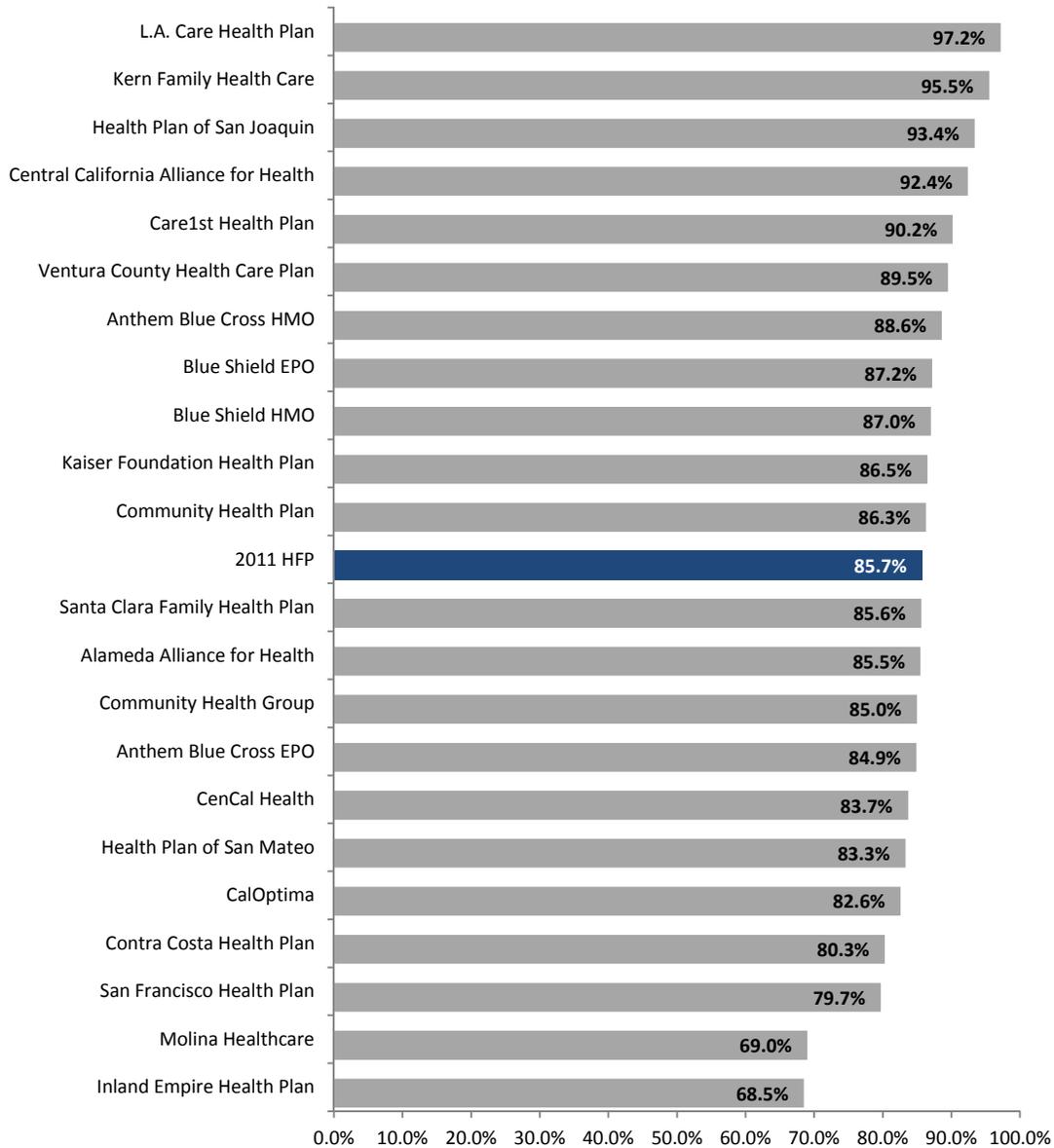
Seven plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Inland Empire Health Plan
- Care1st Health Plan
- Anthem Blue Cross HMO
- Health Net HMO
- L.A. Care Health Plan
- Blue Shield HMO
- Kern Family Health Care

There is a range of 34 percentage points from the highest plan score (60.2%) to the lowest plan score (26.2%).

Note: Health Net EPO is not displayed in the chart due to small sample size.

YAHCS: Helpfulness of Counseling Provided



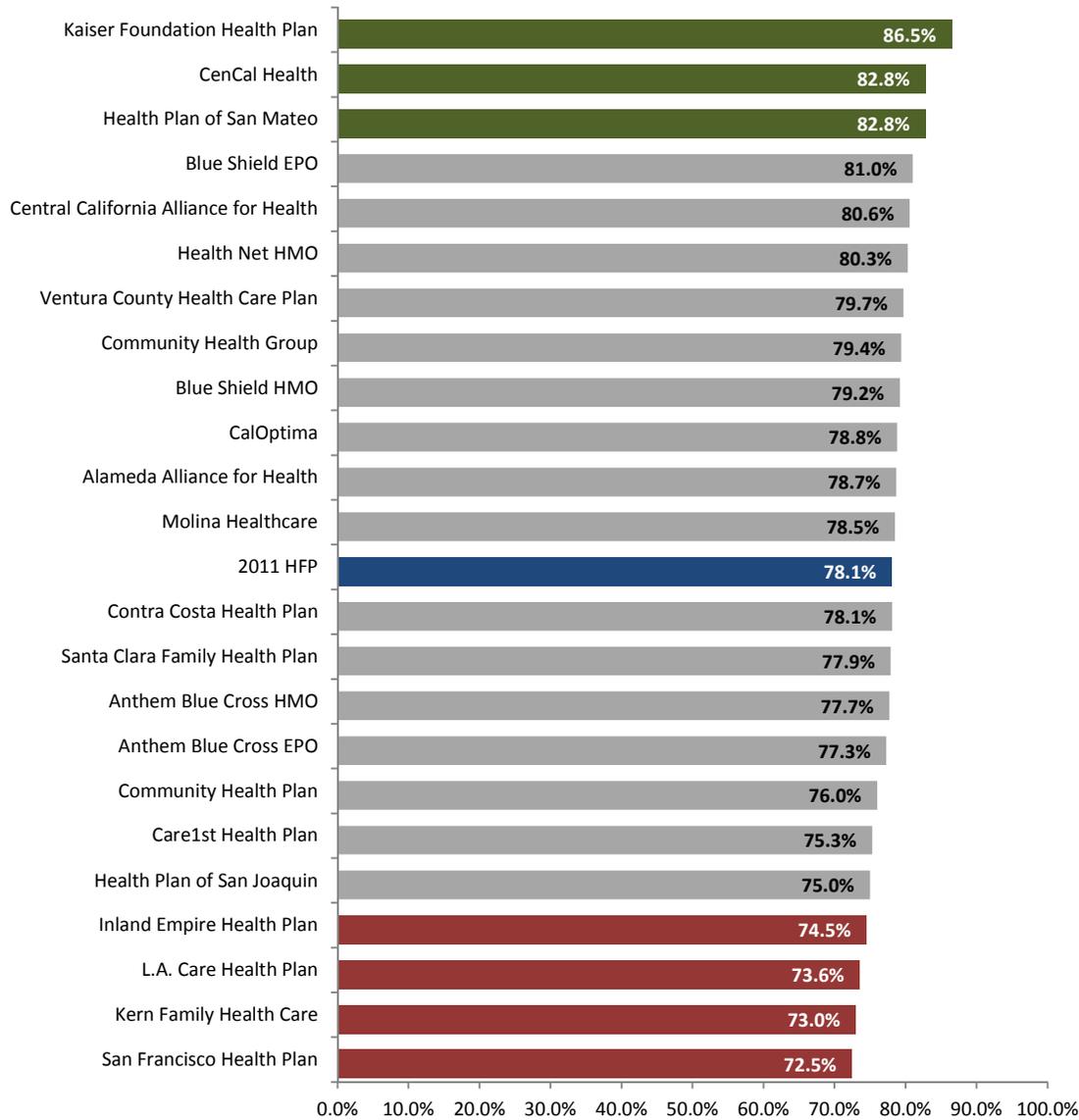
The scores on the left represent the percentage of teens who indicated if their doctor talked to them about smoking, alcohol use, condoms and birth control and if they found the counseling to be helpful or very helpful. The 2011 HFP Average is the average rating for all respondents.

The 2011 HFP Average (85.7%) is very high as it indicates acknowledgement of the counseling effectiveness by of all the respondents.

There is a variation from 69% to 97% for plans scores for this measure however, no significant differences were observed between health plans.

The range from highest to lowest plan score is 28.7 percentage points.

YAHCS: Helpfulness of Counseling Provided



The scores on the left represent the percentage of teens who were satisfied with the care they received from their doctor, their ability to understand their doctor and the helpfulness of the office staff. The 2011 HFP Average is the average rating for all respondents.

Three plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Kaiser Foundation Health Plan
- CenCal Health
- Health Plan of San Mateo

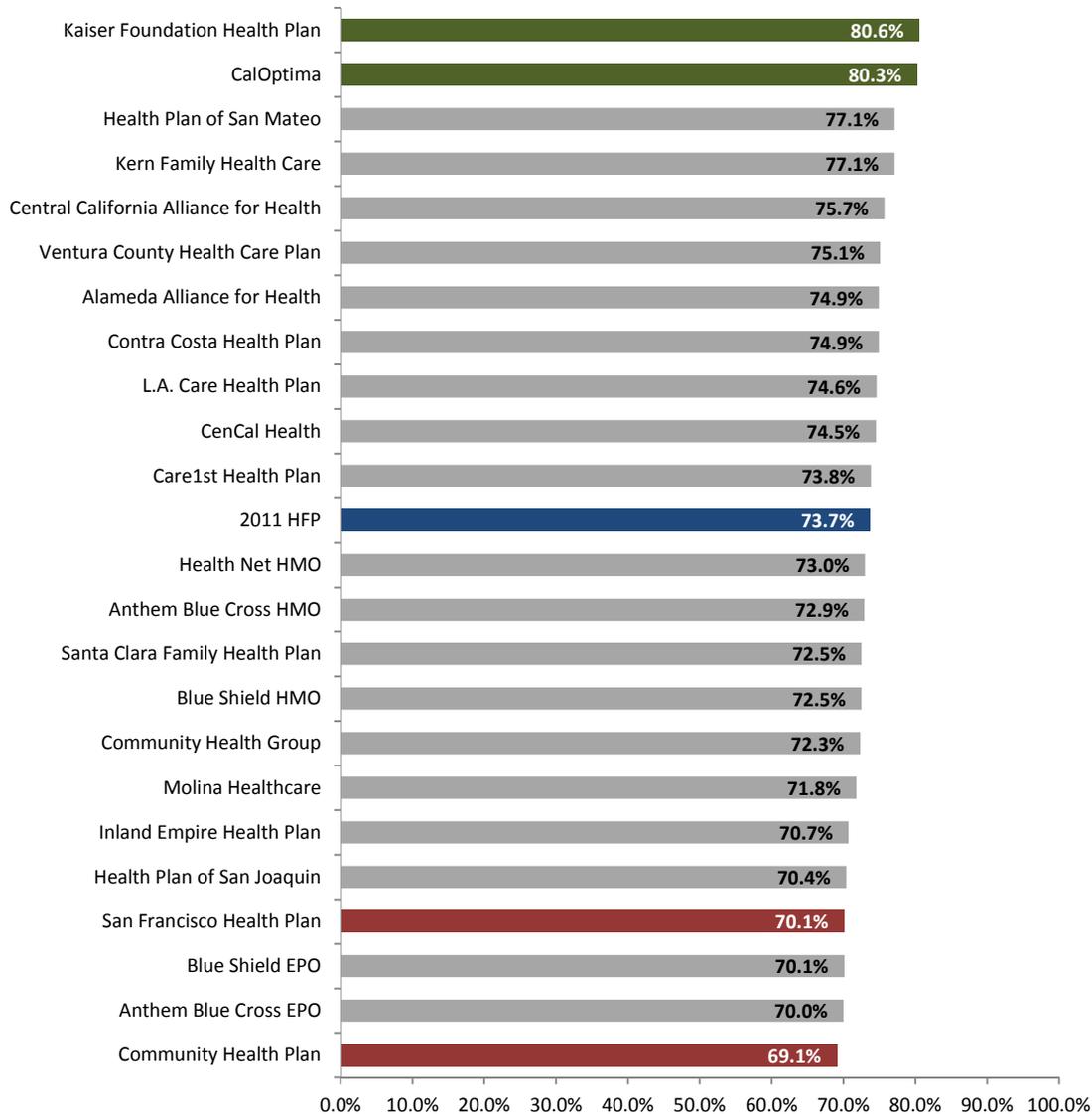
Four plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- San Francisco Health Plan
- Kern Family Health Care
- L.A. Care Health Plan
- Inland Empire Health Plan

There is a range of 14.1 percentage points from the highest plan score (86.5%) to the lowest plan score (72.5%).

Note: Health Net EPO is not displayed in the chart due to small sample size.

YAHCS: Health Information



The scores on the left represent the percentage of teens who were asked if they saw or heard information (not necessarily at the doctor's office) that provided safety tips, talked about the risk of smoking, drinking or substance abuse, the benefits of healthy diet, physical activity or exercise or tips about how to prevent STDs.

Two plans received ratings that were statistically ($p < .05$) higher than the 2011 HFP average:

- Kaiser Foundation Health Plan
- CalOptima

Two plans received ratings that were statistically ($p < .05$) lower than the 2011 HFP average:

- Community Health Plan
- San Francisco Health Plan

Note: Health Net EPO is not displayed in the chart due to small sample size. While Blue Shield EPO and Anthem blue Cross EPO had a score below 2011 HFP average, due to overall smaller sample sizes than other plans, their scores were not considered statistically significant lower than 2011 HFP average.

Survey Methodology

CAHPS Methodology

MRMIB conducted the CAHPS survey for the HFP through an independent survey vendor, DataStat, Inc., using the CAHPS 4.0 child Medicaid survey with the Children with Chronic Conditions (CCC) measurement set.

The CAHPS survey was administered in five languages – English, Spanish, Chinese, Korean, and Vietnamese – from March 29, 2011 through June 7, 2011, using standardized procedures and questionnaires. The survey included parents/caretakers whose children were continuously enrolled in HFP for six months as of December 31, 2010. The sampling goal was 900 randomly sampled HFP subscribers for each of the 24 participating health plans. Twenty-three health plans met the target sample size of 900 but Health Net Life EPO did not. A total of 21,030 HFP subscribers' parents/caretakers were selected to participate in the survey and 12,134 useable surveys were received for a response rate of 57.7 percent. The survey sample sizes and response rate by health plan are presented in Appendix A.

The sample sizes for HFP CCC were insufficient and HFP CCC scores that are reported must therefore be interpreted with caution. Due to the small sample sizes for the CCC population, *Family Centered Care* is the only measure from the CCC composites for which plan results are provided for both the general HFP and the HFP CCC families in this report.

Demographic analysis is not included in this CAHPS report because sampling was applied to provide for analysis of health plan performance only. The samples generated are not representative of HFP subscribers, as 900 surveys were sent out to subscribers of each health plan, regardless of health plan size, which ranges from 5,000 to 175,000 HFP subscribers per plan. For the 2012 CAHPS survey, the samples have been generated in such a way that surveys will more accurately represent the HFP population. Profiles of the HFP survey samples are in Appendices B and C.

The CAHPS scores presented in this report were prepared by DataStat Inc. DataStat, Inc. also performed tests of statistical significance (t-tests, using a significance level of .05) to compare the HFP and HFP CCC overall scores with each participating health plan score. Statistical significance in this report indicates whether a health plan's individual score was statistically significantly higher or lower than the corresponding overall HFP or HFP CCC score.

YAHCS Methodology

MRMIB conducted a survey of teen and young adult members of the Healthy Families Program who had been continuously enrolled in the program for at least 6 months as of December 31, 2010. Respondents were selected from 24 health plans participating in the Healthy Families Program. The paper surveys were available in the following languages English, Spanish, Chinese, Korean and Vietnamese. The webs survey was available in English and Spanish.

The survey was administered over an 8-week period using a four-wave protocol of mail and web. The four-wave protocol consisted of a pre-notification mailing to the parents of the selected respondent of an initial survey mailing, and a reminder postcard to all respondents, and a second survey mailing to non-respondents. In the first and second mail respondent packets a login and password was provided to a secure website that the teen could access and complete the survey online.

A total of 20,258 young adult members were selected to participate in the study. To be eligible, children had to 14 years or older as of May 31 of the measurement year and parent/caretaker members had to be continuously enrolled in the Healthy Families Program at least six months as of December 31, 2010.

Surveys were considered complete if 70 percent or more of all items were answered in the questionnaire. In addition, a survey was considered ineligible if the respondent answered Q52 with a response that indicated they were less than 14 years of age. Complete surveys

Survey Methodology

were obtained from 5,811 members and the overall HFP response rate was 30.1 percent.

The survey instrument, the Young Adult Health Care Survey (YAHCS), selected for the project is an instrument developed and tested nationally by the Child and Adolescent Health Measurement Initiative (CAHMI). The survey instrument consists of 58 questions addressing areas such as the quantity and quality of preventive screening and counseling for risky behaviors, whether counseling and screening was provided in a private and confidential setting, and assessing the teen's experience of the care provided.

Definition of Achievement Scores

Responses that indicate a positive experience are labeled as achievement scores. In general, somewhat positive responses are included as achievements in these scores. For example, a member response of "Usually" or "Always" to the question "In the last twelve months, how often did doctors or other health providers listen carefully" is considered an achievement. For the 10 point scale rating questions, responses coded 8, 9, or 10 were scores as achievements.

The highlighted bars in the individual plan scores charts indicate a health plan score that was statistically significantly higher or lower

than the corresponding HFP score. Overall HFP average and HFP CCC scores are indicated by dark blue in the charts. These results are also available on the Managed Risk Medical Insurance Board's (MRMIB) website at. <http://www.mrmib.ca.gov/MRMIB/Reports.html>.

Statistical Significance: Sample Size and Variance

Statistical significance depends on two important factors: sample size and variance. Findings based on smaller samples are not as robust and conclusions made may not represent the experience of the entire population.

Variance is another important factor for statistical significance. It is one measure of spread and indicates how different or similar responses are. When variance is large, responses are very different from each other. However, if sample size is small it does not have enough power to test the statistical difference.

For many of the CAHPS measures, the plan sample sizes may have been too small to determine that the results are statistically significant. This means that mean score for a group may appear significantly different from the overall mean due to wider range, but not statistically significantly different due to small sample size.

Appendix A: Response Rate by Health Plan

Rating of Health Plan

	CAHPS Response Rate	CAHPS Useable Surveys	YAHCS Response Rate	YAHCS Useable Surveys
2011 HFP	57.7%	11,767	30.1%	5,811
Alameda Alliance for Health	62.9%	534	36.3%	318
Anthem Blue Cross EPO	57.2%	532	27.2%	221
Anthem Blue Cross HMO	53.1%	467	30.9%	266
Blue Shield EPO	52.3%	490	29.4	178
Blue Shield HMO	50.5%	459	28.5%	248
CalOptima	57.5%	517	31.4%	274
Care1st Health Plan	55.4%	481	28.3%	247
GenCal Health	63.3%	433	32.9%	279
Central California Alliance for Health	59.5%	508	31.3%	262
Community Health Group	62.2%	535	26.3%	223
Community Health Plan	57.7%	155	28.4%	248
Contra Costa Health Plan	62.1%	486	32.2%	220
Health Net HMO	55.9%	549	27.5%	237
Health Net EPO	50.2%	502	21.4%	24*
Health Plan of San Joaquin	60.9%	548	31.3%	263
Health Plan of San Mateo	58.1%	528	30.1%	261
Inland Empire Health Plan	48.9%	558	25.6%	216
Kaiser Foundation Health Plan	54.4%	490	23.6%	204
Kern Family Health Care	58.6%	503	32.0%	278
LA Care Health Plan	53.2%	439	27.9%	244
Molina Healthcare	55.7%	455	26.8%	231
San Francisco Health Plan	69.4%	460	39.1%	348
Santa Clara Family Health Plan	61.4%	496	34.3%	298
Ventura County Health Care Plan	60.5%	542	31.6%	223

* Plan with sample size less than 30.

Appendix B: Sample Profile

Response/Non-Response Comparison

Presented below is a comparison of demographic data of subscribers and non-respondents, who were all part of the random sample generated for the HFP CAHPS survey.

Non-Respondents are subscribers or their proxys who decided not to participate in the study by mail or phone.

Respondents are subscribers or their proxys who completed the questionnaire either by mail or phone.

Gender / Age	Non-Respondents	Respondents	Totals	% Responding
Male	4,824 52.1%	5,967 50.7%	10,791 51.3%	55.3%
Female	4,439 47.9%	5,800 49.3%	10,239 48.7%	56.6%
Total	9,263	11,767	21,030	56.0%
0 to 5 Years Old	1,886 20.4%	2,204 18.7%	4,090 19.4%	53.9%
6 to 12 Years Old	3,981 43.0%	5,255 44.7%	9,236 43.9%	56.9%
13 to 19 Years Old	3,396 36.7%	4,308 36.6%	7,704 36.6%	55.9%
Total	9,263	11,767	21,030	56.0%

Language	Non-Respondents	Respondents	Totals	% Responding
English	4,593 49.6%	4,054 34.5%	8,647 41.1%	46.9%
Spanish	3,991 43.1%	6,635 56.4%	10,626 50.5%	62.4%
Cantonese	405 4.4%	666 5.7%	1,071 5.1%	62.2%
Korean	63 0.7%	87 0.7%	150 0.7%	58.0%
Vietnamese	211 2.3%	325 2.8%	536 2.5%	60.6%
Total	9,263	11,767	21,030	56.0%
Length of Enrollment	Non-Respondents	Respondents	Totals	% Responding
6 Months to < 1 Year	2,557 27.6%	2,350 20.0%	4,907 23.3%	47.9%
1 Year to < 2 Years	3,175 34.3%	3,955 33.6%	7,130 33.9%	55.5%
2 Years to < 5 Years	2,348 25.3%	3,398 28.9%	5,746 27.3%	59.1%
> 5 Years	1,183 12.8%	2,064 17.5%	3,247 15.4%	63.6%
Total	9,263	11,767	21,030	56.0%

**Parent/Respondent Sample Profile
Demographic Characteristics**

Parent/Respondent Age (Years)	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
Under 18	6.2%	6.1%	3.5%	6.9%	6.2%
18 to 24	1.5%	1.1%	0.6%	2.0%	1.4%
25 to 34	21.6%	18.2%	6.1%	27.4%	20.3%
35 to 44	46.8%	46.6%	46.7%	41.9%	50.1%
45 to 54	21.0%	23.9%	37.7%	18.5%	20.0%
55 to 64	2.6%	3.9%	5.1%	2.9%	2.0%
65 to 74	0.3%	0.1%	0.3%	0.5%	0.1%
75 or older	0.0%	0.0%	0.1%	0.0%	0.0%

Parent/Respondent Gender	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
Male	15.3%	12.7%	30.1%	14.9%	13.3%
Female	84.7%	87.3%	69.9%	85.1%	86.7%

Highest grade or level of school completed	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
8th grade or less	21.3%	16.5%	11.1%	3.3%	34.8%
Some high school, but did not graduate	18.5%	15.5%	19.3%	6.9%	26.1%
High school graduate or GED	29.0%	28.3%	33.8%	28.3%	28.6%
Some college or 2-year college	21.2%	27.3%	22.2%	41.6%	7.5%
4-year college graduate	7.3%	8.1%	10.3%	14.2%	2.2%
More than 4-year degree	2.7%	4.2%	3.2%	5.6%	0.7%

Appendix C: Sample Demographics

Primary language spoken at home	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
English	27.1%	41.5%	1.7%	74.4%	1.6%
Spanish	59.4%	49.5%	0.0%	11.1%	98.4%
Chinese	6.4%	4.4%	59.3%	3.6%	0.0%
Korean	1.0%	0.5%	8.8%	0.7%	0.0%
Vietnamese	2.9%	1.3%	28.7%	1.2%	0.0%
Other	3.4%	2.8%	1.6%	9.1%	0.1%

**Child Sample Profile
Demographic Characteristics**

Child Age (years)	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
0 - 5 years	17.6%	12.4%	12.8%	22.1%	15.5%
6 - 12 years	44.3%	42.8%	43.8%	42.7%	45.4%
13 - 18 years	38.1%	44.8%	43.4%	35.2%	39.1%

Child Gender	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
Male	51.0%	56.8%	52.2%	50.5%	51.1%
Female	49.0%	43.2%	47.8%	49.5%	48.9%

Ethnicity*	HFP Overall	CCC	Asian Surveys	English Surveys	Spanish Surveys
White	37.7%	41.6%	0.0%	43.3%	40.0%
African American	2.1%	4.2%	0.1%	5.4%	0.2%
Asian	16.0%	11.0%	96.7%	21.1%	0.2%
American Indian or Alaska Native	1.4%	2.5%	0.2%	2.3%	1.0%
Hispanic or Latino	70.7%	67.8%	1.2%	43.3%	99.2%
Native Hawaiian or Pacific Islander	0.9%	1.4%	0.1%	2.4%	0.0%
Other	31.7%	32.4%	3.4%	27.6%	38.7%

*Percents do not add up to 100% for ethnicity as members may identify as more than one category.